ORDINARY COUNCIL MEETING WEDNESDAY, 24 APRIL 2019

ATTACHMENT BOOKLET 1

Attachment No. 1

Timber Bridge Update

Attachment No. 2

Monthly Operational Report - March 2019

Aftachment	1
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Stream Name	Bridge No			Road Class	ADT	Bus Route	Alternate Access Available	GVM load limit	Score		e Recommendation	
	00010	Name	No		100			Tonne		Interim	Long Term	Clas
Boonoo Boonoo River	62218	Mt Lindesay Rd	MR 622	A	162	NO	Yes	10	9	Crack bolling girders, corbels, piles	Replace girders (11 of 20), Replace 2 piles	
Hawkins Gully	51871	Billirimba Rd	5187	В	133	YES	Yes	NHVR	4	Med	Replace Condition 3, 4 longitudinal sheeting, Replace 2 piles	В
Deepwater River	54511	Castlerag Rd	5451	В			Yes	10	8	Mid-span propping of girders,	Replace/augment 2 girders	C
Emu Creek Unnamed Creek	61111 67203	Hooton's Rd Paddy's Flat Rd (nth)	6111 6720	В	395 43	YES	Yes Yes	10 NR	8	Crack bolting girders, corbels, piles Has temporary bridge	Replace bridge	D
Deepwater River	73901	Torrington Rd	7390	В	151	120	Yes	NHVR	4	Bolt snipe cracking, replace Condition 4 decking & kerb	Inspect and repair	NR
Kangaroo Creek	73903	Torrington Rd	7390	В	151		Yes	15	7	Repair Abut A, B piles.		NHV
Koreelah Creek	75412	White Swamp Rd	7541	В	27		Yes	15	7	Crack bolting girders	Replace/augment Girder 2	
Tenterfield Creek	50771	Back Creek Rd	5077	С			No	5	13	Crack bolling corbels, girders	Replace 1 corbel, replace/augment 8 girders.	
Quigeram Creek	51874	Billirimba Rd	5187	С			Yes	5	8	Crack bolting girders. Replace Condition 3, 4 decking. Crack bolting girders. Replace	Replace bridge	
Billirimba Creek	51875	Billirimba Rd	5187	С			Yes	8	7_	Condition 3, 4 decking.	Replace/augment girders or construct centre span pier.	
Cataract River	53191	Boorook Rd	5319	С			Yes	10	7	Crack bolling corbels, girders	Augment 2 girders	
Boorook Creek	53192	Boorook Rd	5319	С			Yes	10	7	Replace abutment sheeting, crack bolting girders, replace condition 3 decking.	Replace 2 undersize girders or construct mid-span centre pier	
Fairfield Creek	55061	Cheviot Hills Rd	5506	С			No	10	12	Crack bolting girders. Replace Condition 3, 4 decking.	Replace/augment 1 centre girder,	
Graham's Creek	59461	Graham's Creek Rd	5946	С	33		No	15	-11	Replace abutment sheeting, crack bolting girders.	Replace capwale, replace 1 corbel, replace/augment 4 piles.	
Unnamed Creek	60451	Harrigan's Lane	6045	С			Yes	NHVR	- 3		Replace sill logs.	
Boonoo Boonoo River Tableland's Creek	60452 65072	Harrigan's Lane Mole River Rd	6045 6507	C			Yes Yes	10 15	7	Replace Girder 2	Construct mid-span centre pier	
Tableland's Greek	03072	INDIE RIVEI RO	6507	C			res	15	0	Repair pile, girder cracks,	Replace/augment 1 girder. Replace 4 piles. Replace Cond 3, 4 decking.	
Horse Swamp	65731	Mt Speribo Rd	6573	С			No	15	7(1)	Crack bolting girders, Replace Condition 3, 4 decking	Replace/augment all girders (4). Girders are currently Cond 3, 4.	ł:
Pye's Creek	67933	Pye's Creek Rd	6793	С			Yes	NHVR	3)	Crack bolting girders, replace Condition 4 decking, kerbs, repair wing wall sheeting		
Pye's Creek	67934	Pye's Creek Rd	6793	С			Yes	NHVR	3	Crack bolling girders		
Demon Creek	69361	Rocky River Rd	6936	С			Yes	NHVR			Replace Condition 4 longitudinal decking (55%).	21
McLeod's Creek	69362	Rocky River Rd	6936	С			Yes	15	6	Crack bolting girders	Replace/augment 6 girders, 1 corbel.	
N⊔koorapeta Creek	70461	Silent Grove Rd	7046	С			Yes	5	8	Crack bolting girders, replace Condition 4 kerbs	Replace/augment 2 girders. Suggest replace other 2 girders. Replace Cond 3, 4 decking (80%). More economic to replace bridge.	
Acacia Creek	51001	Barlows Gate Rd	5100	D	30		No	5	12	Replace capwale, replace abutment sheeting, replace 4 girders, replace 50% decking, replace wing wall sheeting.	Approximately 70% of the bridge is in Condition 3 or 4. Replacement of the bridge is recommended by Bridge Knowledge.	
Koreelah Creek	56051	Cullen's Creek Rd	5605	D			No	15	10	Crack bolling girders, replace Condition 4 decking, kerbs	Replace or augment (steel) 1 understrength girder (outer).	
Acacia Creek	59351	Gould Falls Rd	5935	D			No	NHVR	7	Crack bolting girders, replace Condition 4 decking, kerbs	Replace kerbing with SHS (200x200) to help strengthen outer girders, Replace Cond 3 decking.	
Pye's Creek	61441	Johnstone's Rd	6144	D			No	NR	0	Bridge has bypass in place.	Replace bridge	
Swamp Oak Creek	61662	Kelly's Rd	6166	D			No	NHVR	7	Crack bolling girders, replace Condition 4 decking	Replace sill logs when replacement required.	
Five Mile Creek Unnamed Creek	62211	Kia-Ora Rd Lower Rocky River Rd	6925	D D			No No	NHVR 10	7	Replace Condition 4 decking, kerbs	Replace sill logs when replacement required.	
									1		Replace/augment 2 undersize girders.	
McLeod's Creek Unnamed Creek	64521 65451	McLeod's Creek Rd Mount Clunie Rd	6452 6545	D			No No	NR NHVR	7	Temporary unoffical deck in place	Replace bridge	
Woodenbong Creek	65452	Mount Clunie Rd	6545	D			No	15	10	Replace Condition 3, 4 decking	Replace Condition 3, 4 decking. Bitumen seal deck.	
Acacia Creek	67351	Patterson's Rd	6735	D			No	15	10	Replace sill logs, 50% decking	Replace/augment 3 undersize girders.	
Maryland River	68921	Rivertree Rd	6892	D			No	NHVR	7	Crack bolting girders, replace Condition 4 decking		
Mole River	71121	Springfield Rd	7112	D			No	15	5	Crack bolting girders, replace Condition 4 decking.	Replace/augment 1 girder, Replace 4 corbels. Replace 1 sill log.	
Acacia Creek	90261	Tooloom St	9026	D			No	NHVR	7	Replace abutment silf logs, sheeting, replace Condition 4 decking.		
Unnamed Creek	74591	Urbenville Rd	7459	D		YES	Yes	10			More economic to replace bridge (needs 75% girder replacement, 75% pile replacement, all capwales Cond 3 or 4).	
Bookookoorara Ck	75081	Wallaroo Range Rd	7508	D			No	NHVR	7	Replace abutment sheeting, crack bolting girders, replace decking and kerbs, replace wing wall logs.	Expose abutments to examine elements not currently visible for	

	Scores											
lass	Score	Bus	Score	Load limit	Score	Access	Score					
Α	5	Yes	5	5	5:	Yes	0					
В	4	No	0	10	4	No	5					
С	3			15	3							
D	2			NHVR	0							

NR Not rated

NHVR No limit

Colour	Score	Action
	8 to 12	Replace,
		repair
	5, 6, 7	Major
		repair
	2, 3, 4	Minor
	1	repair
	0	No action

	Bridge No	Name	Stream Name	Road	Load Limi	it						Repair/Re	eplace (Short Te	erm)					
			1	Class	Tonne	Piles	Capwales	. Carbal	Sill Log										Comments
	50771	Back Creek Rd	Tenterfield Creek	С	5	Cracks	Capwales	Replace 1 Cracks 11	SIII LOG	Spacer	Gravel Boar	rd Sheetii Replace missing	ng Abutme	Snipe cracks	Decking T D Monitor	ecking L	Kerb Monitor	Wing Wa	Replace 1 corbel, 8 girders.
	51001	Barlows Gate Rd	Acacia Creek] •	5		Replace 1	Crucks 11			Replace all	Replace		Repair 8 (piping) Replace 4	Replace 50%			Replace sheeting	Approximately 70% of the bridge is in Condition 3 or 4. Replacement of the bridge is
		Billirimba Rd	Quigeram Creek	C	5									Tighten bolts Cracks	Replace Cond Re	place and 3, 4		sneeding	recommended by Bridge Knowledge. Bridge replacement recommended by Bridge Knowledge.
	51875	Billirimba Rd	Billirimba Creek	C	8									Tighten bolts	Re	place and 3, 4			Long term recommendation is to either strengthen girders with steel or construct a centre pier or replace girders.
	53191	Boorook Rd	Cataract River	C	10			Cracks						Snipe cracks	Replace Cond 3		Replace Cond 3		Long term recommendation is to strengthen 2 girders with steel.
	53192	Boorook Rd	Boorook Creek	C	10						Replace	Replace		Snipe cracks	Replace Cond		000		Long term recommendation is to replace 2 understrength girders. Alternatively, construct a centre pier.
	55061	Cheviot Hills Rd	Fairfield Creek	C	10									Snipe cracks		place nd 3, 4			Replace or augment (steel) 1 understrength girder (centre).
	56051	Cullen's Creek Rd	Koreelah Creek	D	15									Tighten bolts Cracks & snipes	Replace Cond 3, 4		Replace		Replace or augment (steel) 1 understrength girder (outer).
	59351 59461	Gould Falls Rd Graham's Creek Rd	Acacia Creek Graham's Creek	D	NHVR									Snipe cracks	Replace Cond 4				Replace kerbing with SHS (200x200) to help strengthen outer girders. Replace Cond 3 decking.
	60451	Harrigan's Lane	Unnamed Creek	l c	15 NHVR						Replace			Snipe cracks					Replace capwales. Replace/augment 4 piles. Replace 1 corbel.
	60452	Harrigan's Lane	Boonoo Boonoo River	6	10									D 1 01 1 D					Sill logs are Cond 3, replace with reinforced concrete when replacement required.
	61111	Hooton's Rd	Emu Creek	В	5	Cracks		Cracks				Replace		Replace Girder 2 Snipe cracks					Construct centre pier.
	61441	Johnstone's Rd	Pye's Creek	D	NR							перівсе		Shipe cracks					With 85% of the bridge rated Cond3 and 4, replacement is recommended.
	61662	Kelly's Rd	Swamp Oak Creek	D	NHVR									Bolt cracks	Replace Cond				Replace bridge Replace sill logs with reinforced concrete when replacement required.
	62211	Kia-Ora Rd	Five Mile Creek	D	NHVR										Replace Cond Rep	place nd 4	Replace		Replace sill logs with reinforced concrete when replacement required. Provide temporary prefab bridge.
		McLeod's Creek Rd	McLeod's Creek	D	NR														Replace bridge
		Mole River Rd	Tableland's Creek	С	15	Cracks								Snipe cracks					Replace/augment 1 girder. Replace 4 piles. Replace Cond 3, 4 decking.
	65451	Mount Clunie Rd	Unnamed Creek	D	NHVR	1													Replace Cond 3, 4 longitudinal decking.
	65452	Mount Clunie Rd	Woodenbong Creek	D	15										Replace Cond Rep 3, 4 Cor	olace nd 3, 4			Bitumen seal bridge deck.
	65731	Mt Speribo Rd	Horse Swamp	С	15									Tighten bolts Cracks	Replace Cond 4 (25%)		Replace		Replace/augment all girders (4). Girders are currently Cond 3, 4.
	67203	Paddy's Flat Rd (nth)	Unnamed Creek	В	NR	1													Declarability of the control of the
	67351	Patterson's Rd	Acacia Creek	D	15			I	Replace						Replace Cond 3, 4 (50%)				Replace bridge. Currently has a temporary superstructure. Replace/augment girders (3). Girders are currently undercapacity.
	67933	Pye's Creek Rd	Pye's Creek	С	NHVR									Cracks & snipes Girder seating	Replace Cond			Repair	
	67934	Pye's Creek Rd	Pye's Creek	С	NHVR	l							Monitor	Snipe cracks	7	,	conu 4	sheeting	
	68921	Rivertree Rd	Maryland River	D	NHVR									Cracks	Replace Cond				
	69251	Lower Rocky River Rd	Unnamed Creek	D	10	l													Replace/augment 2 undersize girders.
	69361	Rocky River Rd	Demon Creek	С	NHVR	l													Replace Cond 4 longitudinal decking (55%).
	69362	Rocky River Rd	McLeod's Creek	C	15	l								Cracks & snipes					Replace/augment 6 girders, 1 corbel.
	70461	Silent Grove Rd Springfield Rd	Nukoorapeta Creek Mole River	С	5									Cracks			Replace Cond 4		Replace/augment 2 girders. Suggest replace other 2 girders. Replace Cond 3, 4 decking (80%).
	74591	Urbenville Rd	Unnamed Creek	D D	15									Cracks & snipes			Replace Cond 4		Replace/augment 1 girder. Replace 4 corbels. Replace 1 sill log.
		Wallaroo Range Rd	Bookookoorara Ck	ם	10 NHVR						Replace Abut			Cracks & snipes, 2 girders					More economic to replace bridge (needs 75% girder replacement, 75% pile replacement, all capwales Cond 3 or 4).
			Koreelah Creek	В	15					eplace ond 4	Replace			Cracks, 2 girders	Replace Cond 4			wing logs.	Expose abutments to examine elements not currently visible for inspectioin.
	90261	Tooloom Rd	Acacia Creek	D	NHVR) anlass					Cracks & snipes, 3 girders	Replace Cond 4		Replace Cond 4		Suggests 6 monthly inspection of Span 1, Girder 2. Replace/augment undersize girder (Girder 2).
\Box			m		"""			K	Replace			Replace			Replace Cond 4		leplace Cond 4		Consider replacement of sill logs with reinforced concrete.

Cond 4

TENTERFIELD SHIRE COUNCIL - Monthly Operational Report - March 2019

Councils are far more complex organisations than even those people who work in local government would believe. One of the most difficult things to achieve, when there are so many tasks and so many people working on them (spread over a wide area in Tenterfield's case) is to ensure that there are no 'grey areas, oversights or overlaps'. Having the 'left hand know what the right hand is doing' is essential. It improves efficiency, reduces conflict and ensures that we achieve more without wasting energy. It also reduces frustration for those doing the job and our customers alike.

The majority of the public do not know what local government does. I cannot blame them, as it has taken me 35 years to get to the stage I think I know, and I work in local government as a Chief Executive Officer, so I am not surprised to regularly hear the following statement;

"There so many people in the office, I can remember when there was only the Shire Clerk and a couple of others, what do they do?"

The simple answer is that local government's accountabilities have grown from *roads, rates and rubbish* to this (long) list below. Most of the list covers legislated responsibilities, meaning, we have no choice. Others are things that if we did not manage, the cost escalation from risks incurred would far outweigh the perceived savings. It would come as a big surprise to most that there are very few 'nice to haves' in the list (things we do because we chose to, not because we have to).

The list of accountabilities local government is required to do is continually growing. State Governments take every opportunity to delegate as many responsibilities to local governments as possible; it's been named as 'cost shifting'. As an industry we have lobbied every year for decades for cost shifting to cease, to little avail. It has just happened again; local government has been handed the responsibility for crown lands. The ramifications of this are not known yet, however there is one fact that is known for sure, the State Government wouldn't be shifting the responsibility of crown land to local government if it were profitable. As local government has no powers under the constitution we are likely to be the recipient of many other shifts of responsibility as well. Capped income through rates pegging severely limits local government to pass any extra costs on. Even if all costs were passed on there is a limit to which communities can afford to afford to pay (in rates), or would be happy to pay anyway. Cost shifting and rates capping mean we must improve our effectiveness and efficiency at a rate at least equal to the task to remain viable and improve our prosperity.

It is a requirement of the Local Government Act (Integrated Planning & Reporting Framework), that we report on how well we achieve in delivering the 4 Year Delivery and 1 Year Operational Plan objectives. We already do this. But as it is linked to the Community Strategic Plan, which is very 'big picture', much of what we are actually required to do to keep Tenterfield running, is not captured. It is timely that we, as an organisation, document and measure everything that we do. If you were to ask 'Mr or Mrs John Smith' they'd probably only be able to name ten percent of our accountabilities. Documenting what we are required to do is therefore essential.

I've said many times, if you measure it, you can manage it, if you manage it, you can improve it. When you improve it, you can celebrate it!

Essentially the major drivers of this success will be how we manage people, money, and technological aspects of these 77 sub-programs, as follows:

- 1. Strategic direction and planning
- 2. Corporate relations & inter-governmental affairs
- 3. Corporate planning and reporting
- 4. Workforce planning
- 5. Workforce culture
- 6. Workforce performance
- 7. Business process improvement
- 8. Corporate communications
- 9. Legal services
- 10.Procurement & Tendering
- 11.Internal audit
- 12. Business continuity and risk
- 13. Disaster / emergency management
- 14. Workplace Health & Safety
- 15.Community services
- 16.Tourism
- 17.Culture, theatre & museum

- 18.Library
- 19.Community Grants
- 20.Sponsorship
- 21. Community Capacity Building
- 22.Road safety & Traffic Committee
- 23. Community & Corporate Buildings
- 24. Community buildings hire
- 25.Community events
- 26.Community engagement
- 27. Media, branding, marketing and communications
- 28. Social media & web
- 29. Customer services
- 30.Sport and recreation (passive & active)
- 31.Aquatic
- 32. Open Space Amenities
- 33.Saleyards
- 34.Feral pests

- 35.Tree management
- 36. Street and public domain lighting
- 37.Place (public domain)
- 38.Information and knowledge management
- 39.Information technology and communications
- 40.Land and mapping information
- 41. Business systems / solutions technology
- 42. Financial planning and management
- 43. Human resources
- 44. Workers Compensation
- 45. Recruitment & Selection
- 46. Depot, store, fleet, plant & equipment
- 47. Assets and Project Planning
- 48. Business support
- 49.Civic
- 50.Governance
- 51.Land use planning

52. Urban design

53.Land use data management & mapping

54.Land use reporting

55.Heritage

56.Regulating premises

57.Assessment

58. Built form compliance

59. Environmental regulation

60. Public health

61. Noxious plants

62.Roads & footpath enforcement

63.Illegal dumping

64.Domestic animal management

65.Transport (roads, bridges and airstrip)

66. Water supply, filtering and distribution

67.Sewer

68. Waste management and recycling

69. Economic development

70.Storm water

71. Natural waterways

72. Property investments/divestments

73. Private works

74.Cemeteries

75.Quarries

76. Cycleways, pedestrian paths and footpaths

77.Crown lands (including Native Title)

This process is not as simple as allocating the 77 sub-programs to staff and then saying to them 'go deliver'. Almost all of the 77 sub-programs require long-term forward planning (strategy), they also require someone to 'own' the accountability (manager). They often require someone (usually a project manager) to augment, build or embellish whatever they need (deliver) in the first instance, and lastly, almost all will require ongoing day-to-day servicing (service). (These usually quite different personal attributes and skill sets; sometimes a specialist. Even if they do not, they are often delivered in different times and quantities. For this reason the accountabilities have been devolved into four generic types.)

'A' accountability stands for *strategy*; where we need to be, what we need to achieve – the policy, direction, outcome and timing the organisation requires. The strategic accountability always rests with an executive staff member. (E.g.; Chief Executive, Chief Operating Officer or Chief Corporate Officer)

'B' accountability represents a 'business owner'; the person who oversees the running of the activity, usually a manager or senior person. The 'owner' of the accountability will usually have staff reporting to them. People that share parts of an accountability have 'tasks'. There can be the same 'task' completed by many staff, but they all cannot have the 'accountability'. Only one person has the accountability on each level. (E.g. Works Manager looks after the 'business' of civil asset maintenance and is 'accountable', but has lots of staff with specific 'tasks' to assist, such as four grader operators who maintain unsealed roads. Each of whom has the 'task' of grading. Multiple grader operators have a list of the same 'tasks', the works manager holds the 'accountability'.)

'C' accountability represents the person who develops, designs, delivers or project manages; this person works out how to augment changes, or delivers something – either tangible or non-tangible. (E.g. Governance Coordinator reviewing the customer service protocols (non-tangible), Project Manager building a bridge (tangible).)

'D' accountability represents the 'service'; the person with a service accountability that completes the activity on an ongoing daily, weekly or regular basis. (E.g. processing invoices in accounts payable, working in the Water Filtration Plant, gardening in town streets, grading roads.)

The 77 sub-programs broken up into strategy, management, projects and services equates to 967 individual accountabilities.

This further emphasises how important it is to allocate, measure, manage and subsequently improve the outcomes such that we can celebrate our effectiveness. Having access to a monthly reporting framework will also greatly assist us to determine what resources we need to allocate in what areas based on risk and reward and the Delivery and Operational Plans: when the inevitable gaps in organisational capacity become clearer. It's not an adequate excuse to say, "I haven't the time or resources", unless it can be underpinned by proof. This process will bring a new and much needed level of transparency to our organisation. It will also mean we will become very familiar with what the community's expectations are, as represented in the 4 Year Delivery Plan, which will give us a much better chance to remain focused on our outcomes.

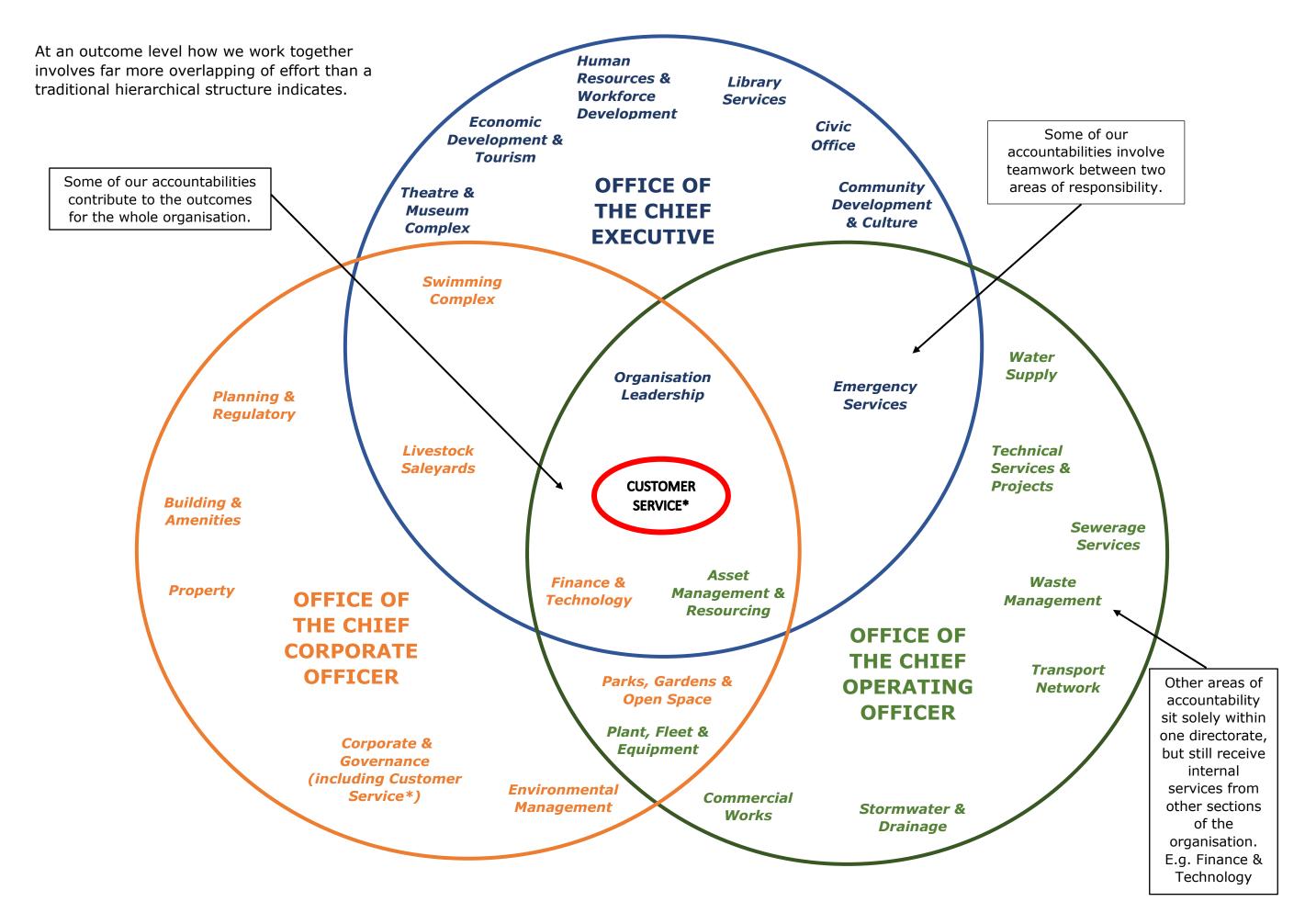
CONCLUSION

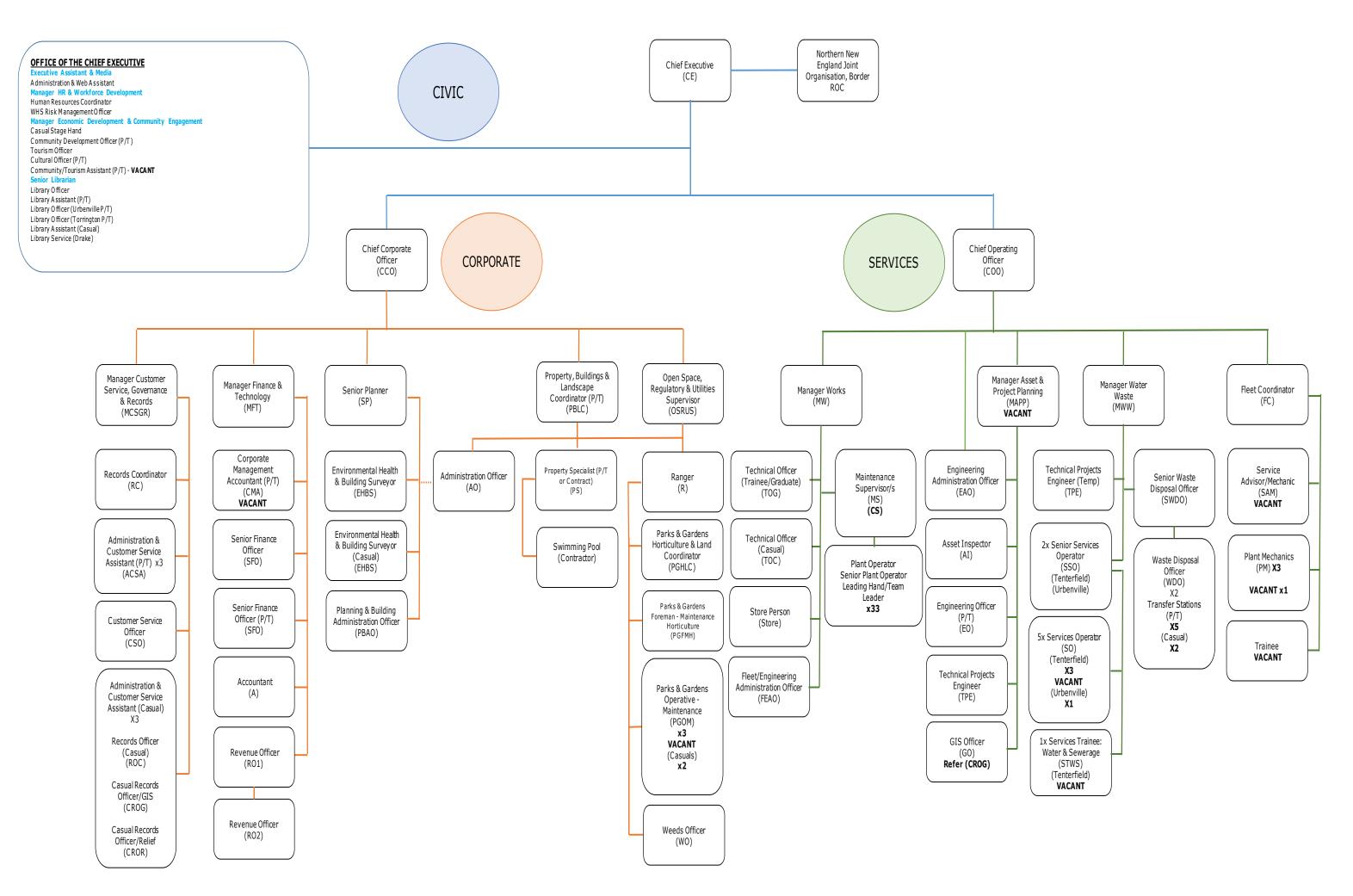
The only constant in life, is change. Every year our 'Operational Plan' will change. Every year more accountabilities will be thrust upon us by higher levels of government amending the Local Government Act or changing protocols. Unless we adopt a 'continual management of change' system to run our organisation, that reviews how these accountabilities and capabilities are addressed and allocated to our *Section* and *Directorate Plans*, we will be constantly at risk. This 'system' will allow seamless and continual change.

We report on our Delivery Plan quarterly. We also report on many other things in a great many ways. Currently we use multiple platforms to achieve this, which is both inefficient and extremely frustrating. This system will not only change the amount of reporting, it will place all the information in one location.

Lastly, in adopting such a transparent and simple model we will be able to adjust our efforts using a *helicopter viewpoint* of the whole organisation, not just various component parts. But most importantly, it will allow us to work better together. That will be an achievement in itself, and definitely worth celebrating.

Terry Dodds, Chief Executive



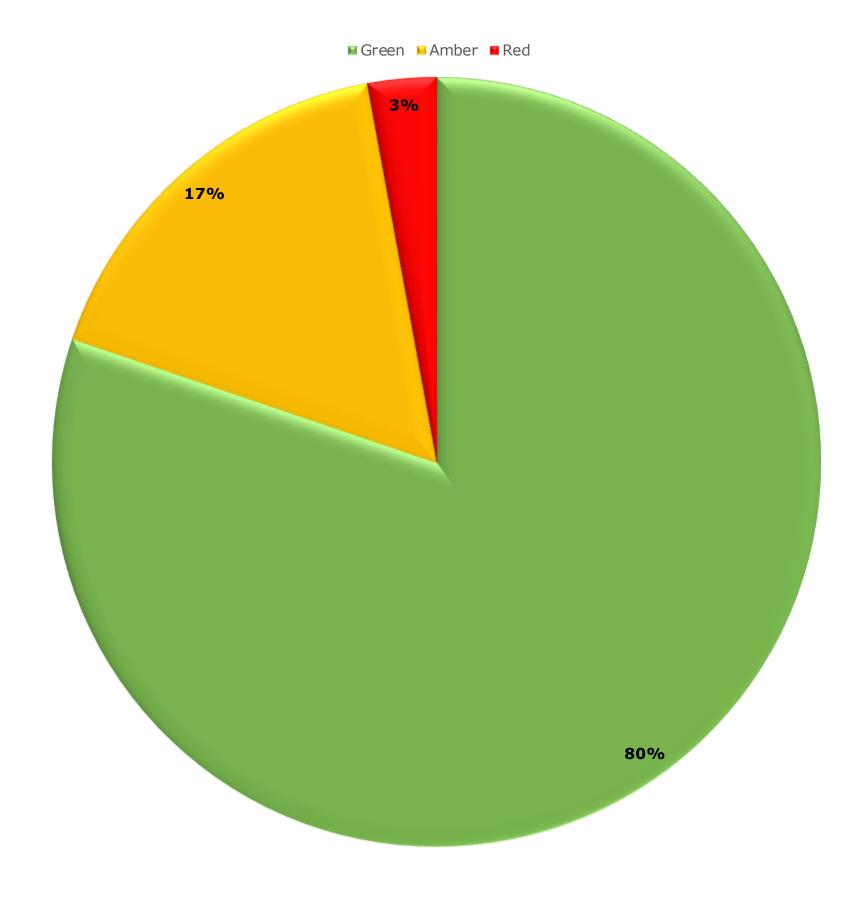


Organisational Overall Statistics

Green: Completed or on track as required, or ongoing;

Amber: Commenced, progressing;

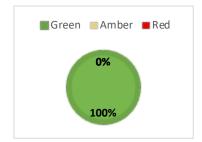
<u>Red</u>: Yet to commence.



1. Civic Office	7
2. Organisation Leadership	21
3. Community Development	27
4. Economic Growth and Tourism	33
5. Theatre and Museum Complex	41
6. Library Services	49
7. Workforce Development	55
8. Emergency Services	64
9. Finance and Technology	67
10. Corporate and Governance	77
11. Environmental Management	86
12. Livestock Saleyards	93
13. Planning and Regulation	101
14. Building and Amenities	111
15. Parks, Gardens and Open Space	116

16. Swimming Complex	123
17. Asset Management and Resourcing	128
18. Commercial Works	133
19. Stormwater and Drainage	136
20. Transport Network	139
21. Plant, Fleet and Equipment	153
22. Waste Management	159
23. Water Supply	166
24. Sewerage Services	175

1. Civic Office



Under the 4 year Delivery Plan, the *Civic Office* relates to: corporate affairs and relations; the governance framework; overall corporate performance and reporting; community advocacy; mayoral, councillor and committee support; and media and external communications. The Office of the Chief Executive directly oversees the delivery of these outcomes.

a) Delivery and Operational Plan Precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP1.1) Maintain strong relationships with all levels of Government and proactively seek involvement in decision making impacting our Shire and the New England Northwest Region. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A - Chief Executive	Influence and engender support from Federal and State Governments in relation to grants funding, advocacy and ongoing maintenance and improvement to social, economic and environmental fabric of the community.	B: CE C: CE D: EA& M			+1	(Intergovernmental collaboration and relationship building is a key Council objective for the Organisation.) Tenterfield's (along with a great many others) advocacy at a LGNSW and ALGA level seems to be working with receipt of the good news in the Federal budget announcement is that funding for the crucial Roads to Recovery Program is returning to pre-2015/16 levels, with NSW to receive \$85.4 million in 2018/19 and \$111.5 million in 2019/20.0ngoing - via advocacy through ALGA, LGNSW and LGA NSW. Tenterfield Shire Council, along with Bega Valley Shire Council and Broken Hill City Council's motions were adopted by the 2018 National General Assembly of Local Government (June - Canberra) - regarding the Federal Assistance grants to be increased to 1%. Strong support from local government rationally, not just the three aforementioned. While ever local government remains unrecognised constitutionally we will always operate under a 'master servant' relationship. This means that local government must rely on coercive politics more than objective economics. As an industry though the advocacy worked with an announcement in April 2019 that Tenterfield Shire Council will receive another \$1,000,000 in the Roads to Recovery Grant! During the second week in March, 2019, the Australian Local Government Association Board approved a national local government federal election advocacy plan, which makes the case for why we need one per cent of commonwealth taxation revenue. (Local governments look after 33 per cent of the nation's infrastructure with only three per cent of the total taxation revenue. (Local governments look after 33 per cent of the nation's infrastructure with only three per cent of the total taxation revenue. — we need urgent change.) Representation made via New England Joint Organisation to the NSW State Government seeking urgent and critical assistance to deal with the current timber bridge issues (ongoing). New England Joint Organisation Chair, Mayor Michael Pearce, Uralla, met with the NSW Premier on 16 A

grant funds from State Gov.)

The Policy framework for Fixing Country Roads is <u>sub-optimal</u>. We are about to complete our fourth (4) grant application. Unfortunately the assessment for round four (4) will occur after the Caretaker Period commences for the NSW State Government March 2019 Election. Transport for NSW has informed us that unless the road is Higher Mass Limit rated (B-Doubles) we won't get grant funding for bridges (on those roads). This Policy is meant to open up freight routes; the first and last mile. The exact opposite will occur, as Tenterfield (and others) won't spend millions of dollars on changes to horizontal and vertical alignments to get a few hundred thousand dollars contribution to renew a bridge up on the same road. This has been conveyed without success or even an admission of failure regards policy settings to Transport for NSW. (Successful Jan 2019 - \$8.36 Million in grant funds from State Gov.)

A grant is being applied for from Australian Renewable Energy Agency, of which council made representation in Canberra with the Office of the Federal Environment and Energy Minister, with assistance from Regional Development Australia – Northern Inland for our Waste to Energy at a Local Scale Feasibility Study. Representation was made directly to the Chief of Staff from the NSW Office of the Minister for Local Government for grant funding through the EPA for a feasibility study that may change how we manage waste (Waste to Energy Feasibility Project). However, as 90% of the reason no W2E plants have been approved in NSW is the EPA's Waste to Energy Policy, it is unlikely they'd fund a study to attack their own stance. For this reason local government should fund independently.

Actively collaborating with local State Government Ministers (Tablelands and Lismore), and the NSW Government's Regional Infrastructure Coordinator to advocate for funding to assist council with funding of timber bridges. Liaison through New England Joint Organisation, NSW Country Mayors Association, Minister for Local Government's Office and DPC (via NSW Country Mayors Association) occurring very regularly. (Successful Jan 2019 - \$8.36 Million in grant funds from State Gov.)

Successfully advocated that Tenterfield be chosen by the Regional Leadership Executive (Department Premier and Cabinet) to be the town used for the New England & North West Thriving Small Towns Initiative. This is to understand the perspective from each Government agency on the social and government capital that can be leveraged to support small towns to thrive and what can be done to increase the vibrancy in Tenterfield and other small towns in the future.

Motion regards Timber Bridge Funding to Local Government NSW requesting the Association modify the present application process for infrastructure grants in favour of direct grants to Councils using a similar formula to the Federal Government Assistance Grants (FAGS) placed.

Council sought urgent assistance from the Member for Lismore, the Hon. Thomas George, regards as to whether RMS or Army Engineers could provide assistance with our timber bridge issues. Meeting held with representatives from four (4) councils, Mr Thomas George, and RMS Executive Director Regional and Freight, to discuss (11 September). Meeting with RMS was unsuccessful; no resultant decision. (Successful Jan 2019 - \$8.36 Million in grant funds from State Gov.)

Council was invited by Dr Ilse Kiessling, A/g Assistant Secretary, Waste Strategy Taskforce, Department of the Environment and Energy, to provide comment in the process to update the Australia's 2009 National Waste Policy. Council used this opportunity to ensure waste to energy was included in the high level strategy.

5 November, 2018, Mayor, Chief Executive and Chief Operating Officer met with two Directors from Regional Infrastructure Coordination – Department Premier and Cabinet to discuss grant opportunities for water filtration plant, timber bridge replacement and waste to energy. As a result of the meeting council submitted a grant application to renew the water filtration plant for 9.3 million dollars. Since then council has been asked to progress to stage 2, the business case, which will need to be submitted by April 2019.

Mayor, Chief Executive, and Manager Economic Development and Community Engagement met with the Hon. Barnaby Joyce and Thomas George, and owners of the Mountain Blue Berry Farm to discuss options to mitigate the load limit problem on the bridge over Emu Creek. The owners of Mountain Blue Berry were informed that the bridge over Emu Creek was one of the three (3) bridges that have been included in the Growing Local Economies grant application. (Solved issue. Temporary bridge

being constructed.) At request of council, and assisted by the many letters the public have sent both Members (Fed/State) the Hon. Thomas George MP met with the Minister for Roads 5 December 2018 to discuss (again) the timber bridge load limits and grant funding. At the time of writing the outcome was not known. (Successful Jan 2019 - \$8.36 Million in grant funds from State Gov.) Chief Executive wrote to the President of Local Government NSW, Councillor Linda Scott, to inform the Association of the total frustration with the Drought Communities Fund (the \$1 million announcement made four months ago on 16 Dec). Subsequently, most if not all, of the details from Tenterfield's letter has been included with other complaints from many, many other Shires, in a letter drafted by the National President of the Australian Local Government Association, David O'Loughlin, to the Federal Government. The management of the Drought Communities funding by the Federal Government has been slow, not aligned to community needs or expectations, and poorly communicated - all of this corroborated by the council representatives who met during the National Roads Conference to discuss. Council received advice in late January and early February that all three (3) grant applications for Emu, Boonoo Boonoo and Beauty Creek bridges were successful – 100% funded. Council will receive \$2,919,000 and \$1,820,000 for Emu and Boonoo Boonoo Creek Bridges under the State Government's Fixing Country Roads Program and \$1,590,000 under the State Government's Growing Local Economies Program. Council received a further \$2,770,000 from the State Government's Fixing Country Roads Program for repair (versus new) to 16 other bridges. \$2,636,000 will be spent on the 'Interim Solutions' to lift the 16 load limits recently placed on some of our timber bridges and \$134,000 will contribute towards the cost to structurally assess the remaining timber bridges. Council received \$1,000,000 in January from the Federal Government's Drought Communities Fund. \$850,000 of this money will go towards timber bridges, the remainder for social benefits; Tenterfield Show, Rodeo, potable water supply and community (mental health) fun days. Council received a grant of \$200,000 from the State Government – Emergency Preparedness - to make building alterations and improve emergency communication channels by creating a Local Emergency Operations Control Centre in Tenterfield. Council received \$72,000 from the State Government on 7 February under the Regional Cultural Fund for air conditioning and ventilation improvements for the School of Arts. Advocated with the Cross Border Commissioner and NSW Regional Town Water Supply Coordinator, Mr James McTavish to represent council at the DOI-Water to seek: 1. Funds for couple of bores (hydro geologist, exploration, hardware purchases and commissioning). 2. A transportable Water Filtration Plant to put bore water through (if it gets too salty), put WFP waste water through anyway (saving wastage), or any other water should it be required. On 4 April the Chief Executive presented council's 'Waste to Energy at a Local Scale Feasibility Study Project' at the Local Government Research and Innovation Showcase 2019. In 2018 Local Government NSW established a Research and Innovation Program to support new areas of research, policy development and innovation for the advancement of local government in NSW. Its purpose is to fill gaps in the evidence base, explore emerging issues, promote informed discussion and debate, and encourage the development of research capacity within the sector. This event was a showcase of nationally significant research projects currently underway in partnership with universities and NSW councils, and focused on the possible application of these projects more broadly and for other councils in NSW.

			Senior university and local government experts showcased current projects and innovations, and explored the practical realities of how councils can best work together and with universities and commercial partners to access federal funding and address their most pressing community issues through research and innovation. As a consequence of one of the attendees seeing the presentation (https://www.lgnsw.org.au/files/imce-uploads/206/Terry%20Dodds%20-%20Waste%20to%20Energy.pdf) the City of Ryde will be seeking their Councillor's support in funding the project's cash shortfall. This would require TSC extending the scope of the project to include both small and large scale questions in city and country areas. Without the City of Ryde's support, as shown in the last six pages of the presentation, the project would be shelved.
Participate and influence the direction of Joint Organisations and ROCs, specifically, advocate that Joint Organisations remain focussed on delivering reductions in costs without eroding local community capacity.	B: CE C: CE	+1	Report submitted to the New England Joint Organisation regards our Waste to Energy feasibility study was unanimously supported. Letters forwarded to 18 councils seeking financial contributions towards supporting WIE project (July) resulted in representations to the Premier and Minister for Local Government. Chief Executive was elected by the New England Joint Organisation (NEJO) members to represent the NEJO on the Department of Premier & Cabinet's Renewable Energy Group. This group was to assess the legislative and regulatory approval pathways for waste to energy applications, Microgrids and community agreements. However, it was larged a desk top review exercise, and as there are plenty of solar and wind installations to use as decision paths but no waste to energy plants in NSW, the meetings as far as our W2E Feasibility Study goes, didn't deliver. Chief Executive made a presentation to the NSW Country Mayors Association and Chief of Staff of the Minister Environment, Local Government and Heritage, on 3 August 2018, to seek support and seed funding opportunities to start the Waste to Energy feasibility study (NEJO/TSC). Country Mayors Association members: Singleton, Goulburn, Murray River and Lecton Councils, expressed wishes that Tenterfield Shire Council present the same presentation to their Joint Organisations. After strong representation and advocacy from Tenterfield, on 2 November, 2018, the NSW Country Mayors resolved that the Association write to NSW Councils requesting a maximum contribution of \$15,000 (now completed) to fund Tenterfield's Waste to Energy Feasibility Study at a Local Scale Project that is to be subject to a pro rata redistribution rebates subject to the amount collected (Parkes Shire Council). Further, that the Association write to the Minister for the Environment requesting that Local Government be included in the EPA's review of their Waste to Energy Policy (Goulburn Mulwaree Council / Bega Valley Shire Council). Border Region Organisation of Councils 'Bruxner Way road advocacy

				opportunities.
				Chief Executive presented to the North East Regional Waste Group managers in Lismore Waste Education Centre 12 November, 2018, on Tenterfield's Waste to Energy at a Local Scale Feasibility Study Project.
				Chief Executive met with other GM's regards Lismore City Council raising charges for their Material Recycling Facility. In short, the changes to the whole waste and recycling regime in Australia are <u>not</u> delivering the utopianism dream of a circular economy. This only highlights the need to review what Tenterfield can do locally, as the costs of managing this process has reached the stage we may end up being better off looking after it (recycling) ourselves. Council resolved (Mayoral Minute) in the November 2018 Meeting to re-investigate options.
				Collaboration between Kyogle and Tenterfield during February 2019 bush fires.
				In March 2019 council requested the New England Joint Organisation consider a report by council and then advocate on our behalf to have an 'Enquiry into the effectiveness of the current Regionalisation of Operations under the Rural Fires Act 1997', based on the concerns of both landholders and RFS volunteers in Tenterfield Shire.
				Tenterfield Shire Council and two other council's in the New England Joint Organisation are collaborating and sharing resources to draft management plans for Crown Land parcels (now that this is a local government responsibility).
DP1.2) Provide sound and	Work towards the overall objectives of	B: MCS GR	+1	Ongoing, no current 'Notices of Improvement'. Community Engagement sessions conducted 5 and 7 June 2018.
inclusive decisions using the Community Engagement	the Office of Local Government in relation to guiding the decisions of the	C: MCS GR D: MCS GR		We're probably a little over half way and gaining speed quickly, with emphasis on understanding the timing of expenditure for three (3) main assets requiring attention; water filtration plant, timber bridge network and waste cell.
Strategy to guide our interactions Governance	community to align with the ratios as contained and described by the	B: CE C: CE		1. Transport (including timber bridges) Transport Network Asset Plan reviewed, report to August OCM 2018. Timber bridge asset reviews finished February 2019. The information will cascade up into Transport Network Asset management Plan; completion by March/April 2019.
framework strategy, management & development (including registers and	Local Government Act and the Office of Local Government.			2. Waste Waste management investigation results were peer reviewed, and finalised in October 2018. This information was to be used to cascade into the Waste Management Strategy which would have in turn effectively controlled and assisted in drafting the Waste Management Asset Plan.
monitoring): A – Chief Corporate Officer				However, the whole industry has been turned upside down due to the changes in fee structure proposed by Lismore City Council in receiving Tenterfield's recycled products. It is extremely disappointing, yet a little predicable, that a council with what is effectively a monopoly would seek to use confusion to gain a better outcome for their own community: making a profit. Council resolved (November 2018) to review our own waste strategy (again). Although starting again is disappointing, it only emphasises the need to be in control of our own destiny (and the advantages of Waste to Energy).
				3. Water Filtration There has been some initial work completed over the last few years. However technological advances occurred so quickly within the industry that council engaged a specialist to review. Fortuitously the person engaged didn't take much time to gain a complete understanding of the situation. In November the Water Supply Asset Management Plan was presented to Council.
				Subsequently, now that the Integrated Catchment Management Plan is finished, council was able to submit a 9.3 million dollar Expressions of Interest application to the State under the guise of the Safe and Secure Water Program. The Safe and Secure Water Program (SSWP) is a \$1 billion regional infrastructure co-funding program established in 2017 under the NSW Government's Restart NSW Fund. The initial EOI was successful, the State has announced it will fund \$6,975,000 towards the project. Council will still need to proceed to the business case (due April 2019) as there are other bureaucratic requirements to address.

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					Once the big picture is more accurately known for the three asset classes that have the most material effect on our finances, the next stage will be to seek Council feedback. This will occur in the current term of council, most likely towards the sunset of this current 4 Year Delivery Plan; such that community consultation occurs for all aspects and strategies in one attempt when the next 4 Year Delivery Plan (underpinning the CSP) is drafted and adopted.
	Provide a publicly available update on the Council resolution register on a monthly basis.	B: CE D: EA& M		+1	Complying on a monthly basis.
	Promote and refine Council's Monthly Operational Report such that the community is more informed and actively able to participate.	B: CE C: CE D: EA&M		41	This Monthly Operational Report continually documents on a monthly basis how the Organisation is performing in relation to 1 Year Operational and 4 Year Delivery Plan. Monthly meetings held with Chamber and ratepayers to discuss outcomes, requests, change and general progress. Addressing the too dear, too little, too many staff, I'm not paying for that, or, someone else can pay for it representations takes about one day of the CE's time per month, which would be better served to actually deliver items in the Operational Plan. This isn't unique to Tenterfield, as most people don't realise the number of responsibilities that local government has been legislated to manage by the State. (See comments on pages 1 and 2 of this document.) ICAC, NSW Audit Office, and our Internal Auditor have asked permission to distribute this document as an example of best practice to other councils, as it assists with defining accountability and changes organisational culture.
DP1.3) Represent, advocate and lobby for the continued improvement of our local and regional health services. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A - Chief Executive	Advocate for the maintenance and improvement of our existing health services throughout the Region and ensure future government planning aligns with community needs.	B: CE C: CE D: EA& M		•1	Ongoing. Council regularly meets local health representatives. Met with Department Premier & Cabinet Regional Manager to advocate inviting aged care health service providers in Tenterfield (2 July 2018) to discuss with the State what the Government could do to promote aged care education in Tenterfield. The DPC thought engagement with TAFE NSW, aged care providers here in Tenterfield, and Dept. of Health, may facilitate Tenterfield becoming an education hub for the industry. The advantages would relate to the economy in general, the utilisation of the existing TAFE facility and the provision of more people trained in aged care. The CEO of Tenterfield Hospital informed council (W/E 12/10) that he was meeting with the DPC about the issue week commencing 15 October, and that he was very supportive. Mayor, Deputy Mayor and Chief Executive attended a regional NSW meeting in Albury 21 October chaired by Gwydir Shire Council regards concern over the provision of health services in rural NSW and difficulties in attracting and retaining doctors to rural NSW. Subsequently council has supported a petition designed to advocate required policy improvements. Council circulated a petition regards the Federal Government's changes which came into effect on November 1, collecting 151 signatures. Additionally, the electronic petition was circulated. (At the time of writing the numbers weren't known regards the electronic version.) Health services, in particular patient transport hospital options, was the most discussed topic at the cross border meeting held 8 November, 2018, between Southern Downs Regional Council, Tenterfield Shire Council, and NSW/QLD Department representatives. The issue wasn't resolved, but was passed to the Cross Border Commissioner to further address.
	Corporate Planning and Reporting – Corporate performance and reporting delivery	B: CCO C: CCO D: MFT D: MCSGR		+1	Complying. This Monthly Operational Report greatly assists reduce duplications, as the information forms the major component of the 6 monthly Integrated Planning and Reporting obligations under the LG Act. The draft 2017/18 Annual Report is finished and has been published.

	management.			
DP1.5) Identify, represent, advocate and lobby for inclusion of the Shire's needs in regional and state planning. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A - Chief Executive	Advocate for continuing development of grant opportunities at the Federal and State level and actively participate in discussions where cost shifting and erosion of support is proposed.	B: CE C: CE D: EA& M	+1	Also refer to above: DP 1.1 & DP 1.2. State Government: Participated in the Regional Economic Development Strategy which highlighted the infrastructure challenges required in the Shire to support economic pursuits (draft report made recommendations supporting TSC's position on the importance of funding timber bridge replacement). Applied for grant funding under Fixing Country Roads (initially unsuccessful). Fixing Country Roads policy framework flawed, as mentioned previously. Advocated at State level, via NSW Country Mayors Association and the NEJO, to remove some of the onerous requirements and worse, repetitious grant application processes. In short, every government department has similar (but not the same unfortunately) and labourlously expensive and resource hungry grant application processes. Rarely if ever does one government department accept the grant application used to seek funds from another – despite the fact they operate under the same Treasury edict. Federal government: As a result of meeting with the Member for New England to discuss infrastructure delivery (financial phasing of Federal grants) the RMS have agreed to bankroll and manage the 24 million dollar Woodenbong Road upgrade project. This will save council \$361k in Interest over three (3) years. Actively seeking urgent assistance (ongoing- mostly weekly) regards emerging timber bridge issues via (NSW) Premier, Minister for Roads, and Minister for Load Government and Member for Lismore. Mayor and CE spoke to the Hon. Barnaby Joyce, Federal Member for New England 27 September, to discuss timber bridge funding options. Mayor and CE spoke to the Hon. Thomas George, State Member for Ismore 27 September, to discuss tatest round of 'Fixing Country Roads' grant funding as of 15 October 2018. 1. Growing Local Economies-Beauty Ck bridge replacement - \$2.919M (2 lane concrete) 2. Growing Local Economies-Beauty Ck bridge replacement - \$2.18M (1 lane concrete) 3. Growing Local Economies-Beauty Ck Bridge replacement - \$2.18M (1 lane concrete

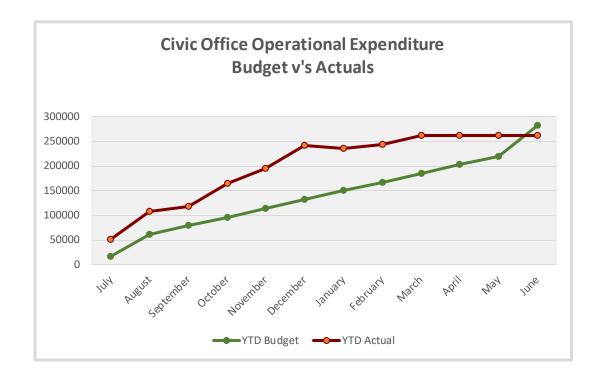
On 18 December council met with Messer's Darcy Moar, Mark DPI are progressing with water management studies – under	Watson and Eddie Harris from DPI NSW regarding water security. the umbrella of the 'Border Rivers Regional Water Strategy'.							
	at <u>all three</u> (3) grant applications for Emu, Boonoo Boonoo and cil will receive \$2,919,000 and \$1,820,000 for Emu and Boonoo Country Roads Program and \$1,590,000 under the State							
Council received a further \$2,770,000 from the State Government's Fixing Country Roads Program for repair (versus new) to 16 other bridges. \$2,636,000 will be spent on the 'Interim Solutions' to lift the 16 load limits recently placed on some of our timber bridges and \$134,000 will contribute towards the cost to structurally assess the remaining timber bridges.								
Council received \$1,000,000 in January from the Federal Government's Drought Communities Fund. \$850,000 of this money will go towards timber bridges, the remainder for social benefits; Tenterfield Show, Rodeo, potable water supply and community (mental health) fun days.								
Council received a grant of \$200,000 from the State Government improve emergency communication channels by creating a Lo	ment – Emergency Preparedness - to make building alterations and ocal Emergency Operations Control Centre in Tenterfield.							
Council received \$72,000 from the State Government on 7 Fe ventilation improvements for the School of Arts.	ebruary under the Regional Cultural Fund for air conditioning and							
Council received \$2,358,000 from the State Government's St	ronger Country Communities Fund to deliver the following:							
Tenterfield Memorial Hall Sporting Complex Shirley Park Amenity Block & Fencing	\$996,908 \$128,092							
Tenterfield Town Centre Revitalisation - Phase 2 Toilet Block Enhancements at Urbenville and Legume	\$200,000 \$170,194							
Urbenville & Drake Playground Enhancements Urbenville	\$104,500							
Town Entry Signs Town Interpretive Signs	\$47,040 \$13,400							
Triangle Park Project Drake	\$27,950							
Town Entry Signs Safe Crossing	\$38,810 \$13,500							
Playground Improvement	\$24,770							
Jennings(Wallangarra)								
Town Entry Signs	\$38,810							
Concept Plan Jennings Toilet Block	\$6,250 \$92,934							
Liston								
Town Entry Signs	\$38,810							
Toilets Concept Plan	\$83,785 \$6,250							
Electric BBQ	\$5,929							
Legume								
Town Entry Signs Concept Plan	\$38,810 \$6,250							
оопсертнан	Ψ0,200							

			Mingoola Town Entry Signs Concept Plan	\$38,810 \$6,250
			Torrington Town Entry Signs	\$38,810
			Liston Community Hall Tenterfield Archers Grant	\$111,405 \$54,000
				Total \$2,358,000
			On 8/3/19 Council received advice from \$6,975,000 towards the construction of a	the Hon. Thomas George, Member for Lismore, we were successful in gaining a new Water Filtration Plant.
			Grant/Project Mount Lindesay Road Upgrade	Amount \$24,000,000 (over 3 years)
			Fixing Country Roads	\$7,506,100
			New Water Treatment facility Stronger Country Communities	\$7,000,000 \$2,358,000
			Drought Communities Funding Program	\$1,000,000
			Growing Local Economies	\$1,590,000
			Crown Land management Plans Emergency Management Centre Program	\$55,506 \$200,000
			School of Arts Building Repairs	\$78,000
			Water Treatment Plant	\$6,975,000
			Total	\$43,762,606
				ne Roads to Recovery allocation was being raised \$1,000,000. This is great news. e were successful in a grant application for \$779,000 for assisting to manage noxious
Continue to lobby both the Federal and State Governments to commit the full funding required for the construction phase of the Tenterfield Heavy Vehicle Bypass.	B: CE C: CE D: EA& M	+1	concerns and reviewed the intersection of vehicles to enter the township rather that	It 22 June 2018 to discuss altered intersection designs. (The RMS listened to council designs.) The 'Mark II design' intersections will now give more emphasis to coerce light in follow the by-pass and heavy vehicles to bypass. Design and land acquisition formed between council, the Chamber and the RMS is now starting to deliver positive
Actively participate in a concept and development phase of the Tenterfield bypass project to encourage an outcome that satisfies the requirement to remove heavy	B: CE C: CE D: EA& M	+1	Committee to ensure the vistas that the	namber Tourism, Industry and Business and Parks, Gardens and Open Space motoring public see when approaching Tenterfield from either end of town actively n remarkably supportive (now that their designers understand the objective).

	vehicles from the centre of town while maintaining tourist traffic. Ensure that associated developments do not negatively impact the heritage status of existing business and tourism sectors. Develop a strategy with the Border Regional Organisation of Councils to lobby the State government to reverse the decision to downgrade the western segment of the Bruxner Highway to Bruxner Way. Continue to apply for grant funding and lobby other levels of government to commit the funding required to fully seal the Mount Lindesay Road in	B: CE C: CE D: EA& M	+1	Completed, BROC- formed sub-committee to advocate to reinstate the Bruxner Way as a State Highway. Meeting of the sub-committee held at the BROC meeting in Inverell on 15 February 2019. Moree Plains Shire Council (Angus Witherby) presented to the BROC sub-committee meeting of 9 November information regarding the CSIRO's transport/economic development model. This model integrates economic freight routes and can showcase how potential changes can deliver a benefit. The cost is sub \$100,000. The consensus of the sub-committee was to seek a grant to facilitate the use of the CSIRO modelling to investigate the Bruxner Way upgrade. Ongoing. Grant applied for (Stronger Regional Economies) for Boonoo Boonoo Bridge rectification (Emu Creek on Hootons Road and Beaury Creek Bridge) — on 6 September. On 15 October applied for Fixing Country Roads grant funding. (All successful) Challenging period of time to seek funding to extend bitumen seal on Mt Lindsay Road after receiving \$24 million for Woodenbong section rehabilitation, especially when we are actively pursuing millions of dollars to address the critical issue of timber bridge management at present. (\$10,000,000 being spent in 2019/20 on the Woodenbong section.)
	light of the fact that it is now classified as a regionally significant transport corridor in the New England North West Regional Plan.			Council has to ensure it doesn't send mixed messages to those whose carriage it is to make decisions over grant funding for the timber bridges, as those making decisions may not take the timber bridge issue as seriously as required. It's very serious, and until council is, at the very least, able to remove the recently imposed load limits, timber bridge management will need to remain our prime transportation objective.
DP1.6) Mayor, Councillor and Committee support Mayoral, councillor and committee support: A - Chief Executive	Regional Plan. Encourage the governing body (Council) to work with the administrative arm (Organisation).	B: CE C: CE D: EA& M	+1	(Collaboration and teamwork between the governing body and the administration is a key Council objective for the Organisation) The whole Administration arm of council has been encouraged to be communicative and transparent. The Chief Executive encourages Managers to speak to Councillors as necessary. The monthly brainstorming sessions appear to be greatly assisting, as Councillors have direct access to middle management to ask as many questions as they wish, offer ideas, present alternative views and do what all Boards do, ensure that all avenues for harvesting opportunities are investigated and risks averted. Council have often commented that the level of reporting through this medium (Monthly Operational Report) is satisfying their needs. Each month, at the Council Meeting, two Managers present their Section's Monthly Operational Report. This is greatly assisting Councillors understand who does what and gives Councillors the opportunity to ask questions. It also allows staff the opportunity to see different perspectives.

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					A member of the public made comment on how well the Parks, Gardens and Open Space Committee interaction with council and delivery is now going (9/8/18 meeting). The Chair of the Parks, Gardens and Open Space Committee made that comment during the August Council Meeting also.
					The success of TSC isn't measured only by harmony, as the mathematical chances of everyone agreeing all the time is practically zero. Our success is measured by the outcomes we ultimately achieve, how we <i>play the ball not the man</i> , and how we back the decision of the whole council. Remaining outcome focused is therefore one of the key attributes to building strong relationships.
					The Chief Executive strongly encourages the asking of questions versus the making of statements from all. Although seemingly a benign thing to do, it gives an 'out' to those who were going to make a statement if it turns out to be incorrect. It also opens up the possibility of gaining more than one perspective if an answer isn't 'framed'.
	– Prov liaison	vide media n, manage	B: CE C: CE D: EA&	+1	Ongoing. Council's relationship with media is healthy. Council regularly meets and discusses issues with local media representatives.
	image corpo	3,	M		Council is in the process of reinvigorating the web sites (tourism and general). Quotes closed 8 March 2019. Meetings held to discuss quotes and letter to be forwarded to successful candidate on 18 March 2019 once outstanding issues are clarified. Meetings with Council staff to discuss layout are currently being undertaken.

b) Budget



Operational Income:

Internal transfers.

Operational Expense:

Will requires quarterly budget review in Q4. Advocacy on multiple levels in parallel is a genuine cost. It was a risk and cost worth incurring as every grant except one has been successful recently. The (exceptional) grant application results are discussed above. In less than five months 21,541,606 dollars in extra funds - excluding the \$24,000,000 for Woodenbong road - has landed in Tenterfield Shire. Whilst two elections certainly assisted, without having the media and advocacy in place the windfalls would have undoubtedly been far less.

As well as higher level advocacy there are a great many regional and inter regional issues currently on council's agenda; cross border, health, education, catchment management, biodiversity, bush fire management, and regional economic development to name a few. The potential grant funds available in addition to the \$21.5 million we've been successful for over the last five months will now in all likelihood be much slimmer pickings. So keeping the 'Tenterfield' name on the lips of decision makers is even more important.

Capital Income:

As discussed above.

Capital Expenses:

Nil.

a) Capital Projects

Nil.

b) Emerging Issues, Risks and Opportunities

Emerging Issues:

The big issue now is the ongoing drought, our water security, and the mop up from the fires.

Opportunities:

It is hoped that the Department of Industry – Water will financially support council to locate extra bore water, provide a portable high quality filtration plant, and assist council cut through the red tape to better secure our medium term water supply.

c) The Business of Improving the Business

See (f).

SWOT ANALYSIS

Executive Assistant & Media - (EA&M)



Strengths

- Well established working relationships with the Media, Local, State and Federal Government Representatives;
- Depth of business understanding of Elected Representative reporting needs and across Council Management, operations and administration;
- Flexibility, adaptability and professional response to change and need;
- Rapport with administration support team and Management team.



Weaknesses

- Limited capacity to deliver all requirements in a timely manner without need for overtime or TOIL;
- Operational demands limit time for planning, improvement or opportunity to exploit team's full skill set;
- User friendliness of Councillor website;
- Promise not always reflected in delivery of technology;
- Administratively resource poor.



Opportunities

- Develop a business support skills matrix and train accordingly, to facilitate delivery;
- Expand social media capability and optimise use of available technology;
- Adequate resource allocation to support functions in the operational budget;
- Develop work instructions for each support role and cross train, share resources.



Threats

- Diversion from core accountabilities to less critical issues ("knee jerk reaction"), due to lack of resources and other Departments not communicating issues which impact this role crating a high risk of missing a deadline;
- Demotivation and stress from inability to deliver to required standards without working excess hours;
- Succession if current planning does not continue.

d) Customers

The customer service levels are continuing to be a challenge, as there are so many issues at present: drought, fire mop up, local and regional economic climate, mental health.

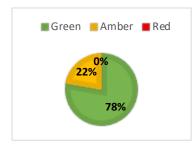
e) Business Statistics

Since the last report, the CE has attended 26 meetings.

f) Special events, achievements of note, celebrations

The 2019/2020 draft budget presentations by the Managers was the highlight of the last month. The level of professionalism was profound.

2. Organisation Leadership



Under the 4 year Delivery Plan: collaboration with other organisations and governments; continual improvement; overall strategic direction of the administrative arm; community engagement; administrative support; service integration and corporate advertising. The Office of the Chief Executive directly oversees these outcomes.

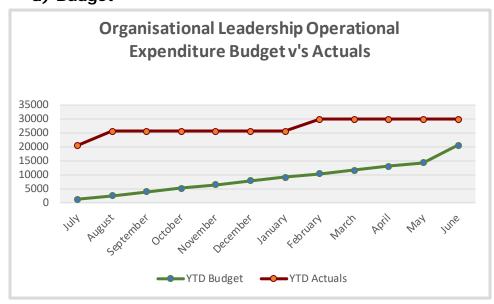
a) Delivery and Operational Plan Precis

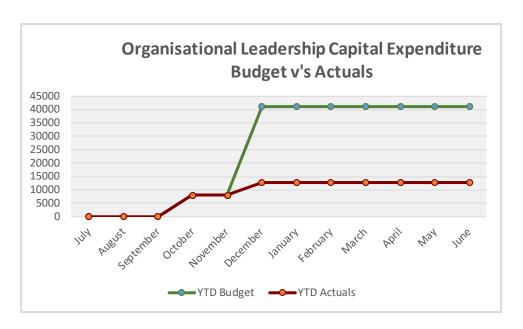
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP2.01) Collaborate and deliver resources with other organisations to ensure a variety of cost effective services across the service area. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A – Chief Executive	Implement a long term financial strategy pursuant to the community strategic planning legislation, with special emphasis of aligning the Long Term Financial Plan with the Asset Management Plan.				+1	 (The alignment of the long term financial plan against asset renewal requirements is a Councillor priority objective.) Ongoing; refer to 'Civic'. The understanding and integration of the Asset Management Plans to the 10 Year Financial Plan is taking shape – very quickly. • Transport Network Asset Plan reviewed, reported to August OCM (2018). Timber bridge asset reviews substantially underway, with bridge structural assessments now completed. This information will cascade up into Transport Network Asset management Plan. • The Waste management review is finished but as a result of huge changes in the recycling industry will need more work. Refer to Mayoral Minute November 2018. Report to December Council Meeting (2018). • In November Ordinary Council Meeting the Water Supply Asset Management Plan was presented to Council. This was timed with a grant application for \$9.3 million for a new water filtration plant (75:25% split) which we were successful with (\$7m in funding). • The building asset management plans are in draft, which will add another piece to the jigsaw. In short, although the forward estimates (driven by the AMPs) haven't been finished, it is fair to say that we now know enough about our assets to strategise and plan for their renewal now already. As the AMPs are integrated into the 10 Year Financial Plan we'll be able to review income streams. Once the income stream quantum is determined the next stage will be to complete community consultation (if required). The sun-set of the current 4 Year Delivery Plan and the need to develop a revised 4 Year Delivery Plan at the beginning of a new will coincide with the understanding of and requirement to consult regards the assets. It will be fortuitous and expeditious to complete the public consultation for both together.

	Research alternative models, sources and ideas for service funding.	B: CE C: CE	Staff have been investigating and have delivered ways to streamline and improve servicing, in particular, unsealed roads. The emphasis for unsealed roads has been to improving actual hours delivered on site, and doing more while there (drainage, tree clearing, pipe work etc.). Feedback from the changes made to operations (unsealed roads) has been very positive.
			The emphasis on timber bridges has been to define the exact circumstances related to each bridge and develop a risk matrix that assesses all alternatives. Staff have now completed the assessments of every timber bridge and are in the process of reviewing the risk profiles.
			Council has also spent effort on investigation to develop production-line like construction methods (bridge construction) and has been working closely with Kyogle and Glen Innes Severn to gain insight into their learnings (Kyogle are definitely the best in NSW at bridge building).
			Council has been quite tenacious in its actions to seek funding partners for the Waste to Energy at a Local Scale Feasibility Study Scale. Contributions (paid) as follows:
			Regional Development Australia Northern Inland \$11,000 (plus in kind project work of same value) Bathurst Regional Council \$5,000 Gwydir Shire Council \$15,000 Murray River Council \$15,000 Whitsunday Council \$15,000 Moree Plains Shire Council \$25,000 Tenterfield Shire Council \$15,000 (Plus \$30,000 in kind) Total received \$101,000
			Council is waiting to see the results of a presentation the Chief Executive made to the 'Big Ideas Local Government Research and Innovation Showcase 2019' as to whether the City of Ryde Council will join forces with Tenterfield to complete the study. Without a big council or councils financial input the project will need to be shelved.
DP2.02) Deliver continuous improvements in Council's business, processes and systems Strategic direction planning: A – Chief Executive	Guide the transformation of the Organisation culturally and technically from database to geospatially based management systems.	C:CCO	Implementing entirely new data delivery process to obtain the most current and accurate information from the Land Parcel Information service on a daily basis. Working to establish interrelationships between councils mapping and information management software to improve efficiency and productivity across the entire organisation. By unifying data from both SynergySoft, Land Parcel Information and councils own proprietary spatial data and making it available from within MapInfo this will allow better organisation and management. Approximately 75% through the process of this.
Business process improvement & integration: A – Chief Executive	Corporate Advertising and Web Site – Corporate advertising, council publications and web site.	B: EA&M C: EA&M D: EA&M	(Council's image and information provided through the web is a Councillor priority objective.) Initial investigations re refreshing of Council Web sites (both Corporate and Tourism) have substantially commenced with 'consultants brief' finalised. Quotes have closed and letter of appointment to be sent 18 March 2019. Draft almost ready for councillor input. Completion date is end May 2019.
	Monitor, review and implement the Business Improvement Plan Actions.	B: CCO C: MCSGR D: MCSGR	Finance and technological reviews and changes substantially underway. Customer Satisfaction Survey finished (and will guide future improvement efforts). The staff culture survey and the resultant Task Force recommendations, which are largely related to Business Improvement Plans, is finished. A second Staff Culture Survey was completed on 19 November to check progress. Results exceptional. Nominated for inclusion as a finalists through

					Macquarie University's VoiceProject panel in most improved small to medium sized entity (<200 staff) for 2018.
	Manage Mayoral and Deputy Mayoral elections.	B: EA&M C: EA&M D: EA&M		+1	Completed.
	Corporate Communications – Internal communication strategy, management and service.	B: EA&M C: EA&M D: EA&M		+1	Employee task force finished review of internal communications on 7 August 2019. Implementation of recommendations finished. Anecdotally internal communications seems to be improving since the commencement of the 'Combined Managers Monthly Meeting' where each Manager (level 3) gets two minutes to present in front of all other managers. Staff survey results confirm that there has been a marked improvement.
DP2.03) Deliver and facilitate leadership in strategic planning and implementation	Ensure Council's expenditure needs are properly identified and funded sustainably.			+1	The review of GL code alignment finished. Finance for non-finance people training finished. 'Magiq Performance' Software (financial controls) training finished. The management of expenditure - from a monitoring point of view - will now match the newly acquired finessing of asset management principles, disciplines and understanding (as mentioned previously). Management of finances at the manager four (M4) level – Supervisors – has been progressing and is allowing
Strategic direction planning: A – Chief Executive	Review the Community Engagement Strategy with emphasis on renewing engagement of Advisory Committees.	B: MEDCE C: MEDCE D: MEDCE		+1	greater financial control (of transport assets in particular). Councillor Workshop planned to discuss options, approaches and other ways to enhance engagement with our community.(specifically the CSP and updates).
Community engagement: A – Chief Executive					Review of the Community Engagement Strategy has been completed with recommendations under consideration. Council Workshop to be re-scheduled for April 2019. Review of current strategy has been undertaken and this may be used as a starting point for the workshop.

a) Budget





Operational Income:							
Nil.							
Operational Expense:							
The timing of recharge allocations skews the graph; will adjust underpinning formulas and transfers.							
Capital Income:							
Nil.							
Capital Expenses:							
5400504. Community Wi-Fi	540	12042	2,117	25.51%	Work underw ay		
5400506. Web Design	<u>0</u> 64,668	10,704	16,053 18,170	0.00% 355.91%	Not yet commenced		
	40/40	40/40	40/40	18/19			
	18/19 YTD	18/19 YTD	18/19 Full	Percentage	Comments		
	Actuals	Budgets	Year	Spent	Comments		
Finance & Technology	March	March	Review 2				
Finance & reciniology							
Projects substantially completed.							

Frojects substantially completed

- b) Capital Projects
- c) Emerging Issues, Risks and Opportunities

The emerging issue relates to organisational capacity; drought, water security and fire management plus almost doubling of our capital grant funding.

d) The Business of Improving the Business

The successful grant applications were only possible because the business was running well enough to afford time to apply for grants. Transformational leadership works.

SWOT ANALYSIS

Chief Executive - (CE)



Strengths

- The organisation accepts that to remain relevant, sustainable and to thrive, there needs to be constant improvements;
- The Council rigorously debates the subject matter and not the person;
- Councillors are open to new ideas and are interested in different solutions;
- There is an exceptionally strong community spirit;
- There is an attitude of 'how can we', versus 'why should we';
- There are a great many people within and outside of the organisation wanting to help advance the Shire;
- Negativity is very low;
- Those staff with experience make an effort to coach the new staff, who are keen to learn:
- There is a sense of fun and achievement.



Opportunities

- The components of the jig-saw puzzle are here, once the alignment of accountabilities is complete and known by all, the improvement in delivery will be profound;
- The Shire is compellingly beautiful and diverse, with 2.2 million people living less than 3 ½ hours' drive away the potential for economic growth is quite significant;
- The size of the organisation allows for excellent comradery which, if harvested, will create an even better team atmosphere and outcomes;
- We have great street scapes, parks and gardens of which will be easy to build on:
- The northern part of our Shire's tourism and horticultural potential is virtually untapped.

e) Customers

See 'Civic'.

f) Business Statistics

See 'Civic'.



Weaknesses

- We need to find equitable ways to underpin the enhancement of own source revenues;
- The management of our 58 timber bridges, the waste function, and the Tenterfield water filtration plant will require the re-setting of the 10 Year Financial Plan and therefore a review of the fees and charges. The weakness isn't in the fact that this needs doing, it's whether in the short-term the assets can be sustained and funds raised;
- Grant funding success is hit and miss;
- Economic seepage across the border.



Threats

- Cost shifting by State Government;
- Over officious application of regulation by government bureaucracies;
- Own source income stream stagnating;
- Losing our volunteer base would severely affect our services;
- Our 58 timber bridges, the waste cell and the Tenterfield water filtration plant are nearing the time that upgrades, major maintenance or replacement is required. Completion of timely Strategic Business Reviews and the capacity to raise income to fund is crucial;
- Staff have been through much change, and turn-over has been high. This needs to abate to let a pattern of management normality become embedded, thus ensuring staff can concentrate on outputs rather than change management processes and self-preservation.

g) Special events, achievements of note, celebrations

Hi Terry,

Congratulations! I am happy to announce that Tenterfield Shire Council has won the Voice Project's Change Challenge Awards for 2019 (Small/Medium Category). Each of our expert judges independently evaluated the finalists' applications to determine worthy winners for each category. Our judges were:

Dr Peter Langford, Director, Voice Project Andrew O'Keefe, Director, Hardwired Humans Frank Sedmak, General Manager, People & Culture, Cerebral Palsy Alliance

Our judges have provided some very positive comments about the significant improvements that your division has made. Here are some of their comments:

- "It's striking that the survey questions that have improved the most are focused on the effectiveness with which the Council is driving and embedding change, and staff confidence in the Executive. These outcomes provide a strong foundation for both short and long-term ongoing improvements in work practices and outcomes"
- "It's stunning that such large improvements (some in excess of 30%) have been achieved within less than 8 months"
- "A real turnaround story from toxic, dysfunctional organisation with low trust to now high trust"

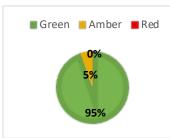
To recognise your organisation's achievement and help you celebrate it, we have prepared a change challenge award finalist logo here for you to include in your communications (attached).

Warm regards,

Peter and the Voice Project team Peter Ha | B.Sc. (Psych) Hons | Consultant



3. Community Development



Under the 4 year Delivery Plan *Community Development* relates to: community engagement, development of partnerships, indigenous affairs, inclusiveness, accessible services, supporting diversity and cultural events. The Office of the Chief Executive directly oversees these outcomes.

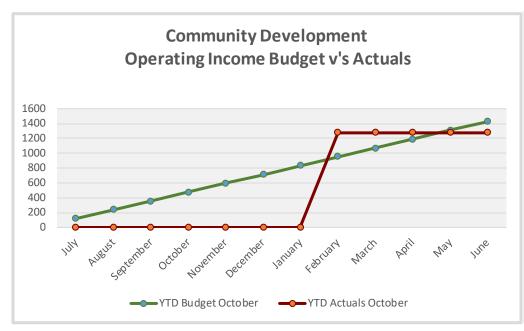
a) Delivery and Operational Plan precis

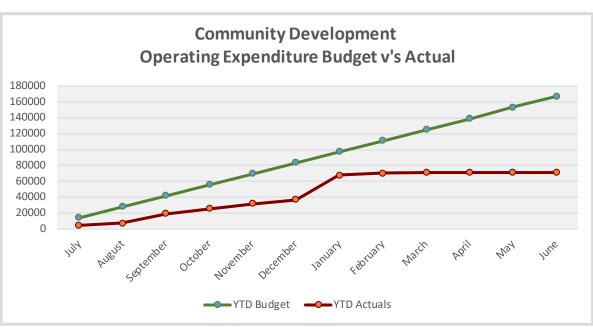
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	0 +1	Comments: (Business Manager to provide short precis.)
DP3.01) Engage with the community and develop partnerships with relevant organisations. Community and cultural capacity building: A – Chief Executive Community engagement: A – Chief Executive	Attend Progress Association, Hall Committee, Service Network, Local Area Health Committee, Disability Advisory Committee, and other community, event and activity meetings as required.	C: MEDCE	+1	Community Development Officer to continue to plan and attend inter-agency community breakfast monthly; Disability Inclusion and Access Advisory Committee, Aboriginal Advisory Committee and Arts and Culture Advisory Committee meetings & Liquor Accord meetings. There has been additional facilitation of weekly Youth Week meetings in partnership with community agencies and services. This has resulted in a bevy of youth activities planned and promoted. CDO and MEDCE has attended/participated in numerous drought support meetings and in fire recovery health and wellbeing meetings.
	Revise the Community Engagement Strategy.	B: MEDCE C: MEDCE D: CDO	•1	(The changing and improvement of community consultation is a Councillor priority objective.) Review of the current Community Engagement Strategy has been completed with recommendations to be considered.
	Develop Youth Forum and Network.	B: MEDCE C: MEDCE D: CDO	+1	Meetings, consultation and partnering has occurred with Tenterfield High School in regard to Youth Week activities. During this planning, conversations have occurred in regard to developing a youth forum and in regard to Local Government Week.
	Distribute weekly email newsletter across the community promoting events, grant and training opportunities, news and community announcements.	B: MEDCE C: MEDCE D: CDO	+1	Tenterfield in Touch distributed weekly and has more than 420 subscribers and this figure is steadily increasing.
	Finalise development and maintain community website.	B: MEDCE C: MEDCE D: CDO	+1	My Community Online Platform has been engaged to replace current community directory, which will integrate with current Shire Website and provide an online directory and diary. Ongoing consultation with My Community is occurring to

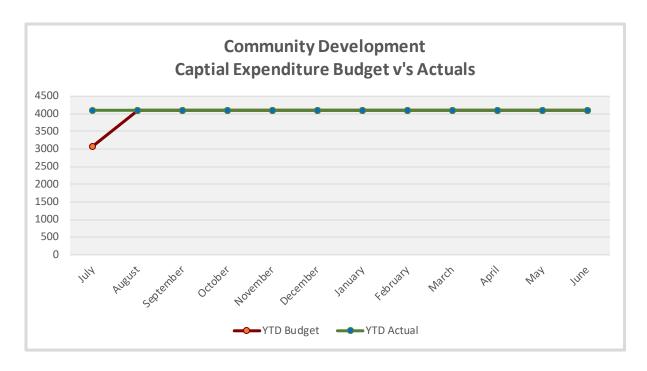
DP3.02) Maintain collaborative partnerships with the local Aboriginal communities. Community and cultural capacity building: A – Chief Exe.	Partner with the Aboriginal Advisory Committee in the implementation of programs and activities that enhance the wellbeing of Aboriginal People in our Shire.	B: MEDCE C: MEDCE D: CDO	0	consolidate and cross-reference any services that may not yet be listed. New community groups are reaching out now to become listed on the online diary and directory. My Community Directory are then forwarding information to groups as to how to list and manage their organisations. A Reconciliation Action Plan working group is to be formed and discussed at the next Aboriginal Advisory Committee meeting which will be held in April at Jubullum. Consultation has occurred with Reconciliation Australia as to the formulation of the plan
DP3.03) Support people with specific needs through appropriately identified services and advocacy.	Support community safety and crime prevention partnerships.	B: MEDCE C: MEDCE D: CDO	+1	and review process. Ongoing.
Community and cultural capacity building: A – Chief Executive	Support facilities and activities to improve the physical and mental health of the community.	B: MEDCE C: MEDCE	+1	Ongoing. Support has been provided to people in need due to the drought and recent bushfires, with providing information and resources and links to services. Community Development Officer has also been partnering with Wesley Mission in regard to a Tenterfield Suicide Prevention Network. A community meeting has been held and a further meeting held on Thursday 28 March. A future meeting is now scheduled for May 2 2019.
DP3.04) Engage with transport providers and the community to assess the transport needs of residents in the Shire. Community and cultural capacity building: A – Chief Exe.	Continue to liaise with community groups and organisations.	B: MEDCE C: MEDCE D: CDO	+1	Ongoing.
DP3.05) Develop and implement the Tenterfield Shire Council Disability Inclusion Action Plan with key partners. Community and cultural capacity building: A – Chief Exe.	Review and implement the Disability Inclusion Action Plan in accordance with legislative guidelines. Facilitate the Disability Advisory Committee meetings.	B: MEDCE C: MEDCE D: CDO	+1	The Disability Inclusion Action plan is to capture now identified gaps, needs and access issues as a result of the accessibility walks. Facilitation of the Disability Advisory Committee meetings continues with new invitations for committee members extended.
DP3.06) Promote the needs of persons with a disability and Disability Inclusion Action Plan to stakeholders. Community and cultural capacity building: A – Chief Exec.	Implement the Disability Inclusion Action Plan. Liaise with Town Planner.	(Promote) B: MEDCE C: MEDCE D: CDO (Implement) B: COO C: MA&PP D: WM	+1	This implementation is ongoing with committee consultation.
DP3.07) Support community organisations that develop and maintain a range of facilities that	Promote volunteer opportunities and recognition strategies.	B: MEDCE C: MEDCE D: CDO	+1	Promotion of opportunities for volunteers is ongoing and is currently also captured in Tenterfield in Touch.
meet the diversity of community needs, interests and aspirations. Volunteer recruitment and placement: A – Chief Executive	Inform about potential grants and assistance available.	B: MEDCE C: MEDCE D: CDO	+1	Information about potential grants and assistance available is provided in a number of forums. Including – Tenterfield in Touch, through participation in committee meetings, emails to community members that may be interested and phone calls. Assistance also to support others making grant applications.

Community grants: A – Chief Exe.	Support community organisations and groups to provide a wide range of activities as required.	B: MEDCE C: MEDCE D: CDO	+1	In partnership with community organisations a wide range of activities is planned for our community.
Community and cultural capacity building: A – Chief Exec.	Support of community events (excluding Australia Day and civic welcome for Bavarian Band).	B: MEDCE C: MEDCE D: CDO	+1	Ongoing support, facilitation, planning and is provided to community events.
Community events: A – Chief Executive	Support and management of Australia Day ceremonies and civic welcome for Bavarian Band.	B: EA&M C: EA&M D: EA&M	+1	Ongoing.
	Distribute information on events, activities and facilities to the community (Tenterfield in Touch, Council newsletters, Tenterfield Connects).	B: MEDCE C: MEDCE D: CDO	+1	Ongoing through Tenterfield in Touch, website and community newsletters and through community interagency, service and committee meetings. This information is also distributed through meetings and reaching out to our partnerships within our Community and providing promotional material and information.
DP3.08) Encourage and support activities focusing on the wellbeing of our residents in Tenterfield Shire. Community events: A – Chief Executive	Promote and support activities that highlight community wellbeing, e.g. Mental Health Month, Women's Health Week, Men's Health Week, and Seniors Week.	B: MEDCE C: MEDCE D: CDO	+1	A current highlight is our current focus on the wellbeing of our Youth within our Shire. Youth Week has been a great avenue to support, collaborate and work together with our young people and services. A number of fun activities have been planned with great feedback from all.
DP3.09) Enrich the community by supporting a variety of diverse cultural events and activities. Community grants: A – Chief Executive Sponsorship: A Chief Executive	Maintain communication and relationships with various community organisations.	B: MEDCE C: MEDCE D: CDO	+1	Partnerships with our community continue to go from strength to strength. Not only in building relationships with community organisations but in working together to get great outcomes for our community resulting in a diverse range of events and activities. Choosing different approaches, sharing wisdom and working well together and ways to do better.

a) Budget







Capital Income:

N/A

Capital Expenses:

Operational Income:

 ${\bf Acquittal\, undertaken\, for\, Seniors\, Festival.}$

Operational Expense:

No Significant variance.

b) Capital Projects

Buildings & Amenities					
4200501. Admin Building Refurbishement	4,984	60,003	80,000	6.23%	
4200506. Admin Building - Air Conditioning	19,600	0	20,325	96.43%	
4200507. Council Chambers Refurbishment	0	0	34,400	0.00%	Not yet commenced
4205500. Housing - Repaint Exteriors (SRV)	0	16,488	24,731	0.00%	Not yet commenced
4205501. Council Houses Renew al	11,915	21,726	28,969	41.13%	
4210501. Replace Existing Shed 2-Ten-FM	32,148	0	38,000	84.60%	Completed
4230508. Property Asset Database Project	0	22,500	30,000	0.00%	Not yet commenced

Emerging Issues, Risks and Opportunities

There have been some fabulous opportunities to partner with our community organisations to plan, promote and provide some wonderful community activities within our Shire. These have recently included Seniors Festival and Youth Week planning.

c) The Business of Improving the Business

SWOT ANALYSIS

Economic Development and Community Engagement – (MEDCE)



Strengths

- Established Arts, Cultural, Economic, Destinational and Community Networks, partnerships and alliances;
- Cohesive multi skilled team with technical skills, achievement orientation;
- Customer service delivery, political recognition, communication skills;
- Local events and strong destinational products and brand;
- Adequate budget, quality Cinema equipment, good centre access.



Weaknesses

- Lack of full backing from Destination NSW;
- Public understanding of Council's role;
- Poor technology access and support; dated data bases and website, collection digitising needed;
- Budget staffing and resourcing constraints, volunteer reliance, lack of administration support;
- Reliance on successful events to cover costs;
- Aging Visitor Centre and Museum displays and Heritage signage;
- High power consumption.



Opportunities

- Further development of enhanced business, community and regional (High Country) strategy, alliances and engagement;
- Increased partnership, professional development;
- School based museum education programs;
- Research visitation statistics/decision data;
- Development of a Welcome/Development Campaign and Centre, update VIC, consolidate Economic and Community Development Offices;
- Digital marketing and campaign expansion;
- · Address weaknesses.



Threats

- Loss of Volunteer support;
- Staff retention:
- Lack of data:
- Budget reduction;
- Failure to reflect the value of services provided and to meet community expectations (Events and Activities);
- Failure to keep up with technology;
- · Tired image;
- Lack of staff development.

d) Customers

Customer Service Requests responded to within appropriate timeframes.

e) Business Statistics

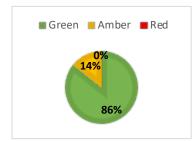
Through strength-based, solution-focussed engagement, the Community Development Officer continues to work in partnership with community networks, organisations and services to target a number of priority areas.

f) Special events, achievements of note, celebrations

Celebrations: Tenterfield High School students are keen to be part of a participatory committee to help plan for Youth Week in April 2019. This is a cause for celebration as this targets the aims and objectives of planning fundamentals for Youth Week and provides the forum, opportunity and voice for young people in planning for their own festival. This also provides a great avenue to develop an engaging consultative youth committee for future community events. CDO has been invited to present at school assemblie, be involved in career skills day and partnering with the school for Youth Week activities.

Special events: We have planned a bevy of wonderful activities for Youth Week. Including movie and pizza night, colour run, library information session and lunch, TAFE information session and afternoon tea. These events have been planned in partnership with our local young people, Tenterfield High School teachers and students, Tenterfield Social Development Committee, The Benevolent Society, Tenterfield High School, The Lions Club and Police School Liaison Officers.

4. Economic Growth and Tourism



Under the 4 year Delivery Plan *Economic Growth and Tourism* relates to: community prosperity, tourism, connectivity, partnering, promotion and livability. The Office of the Chief Executive directly oversees these outcomes.

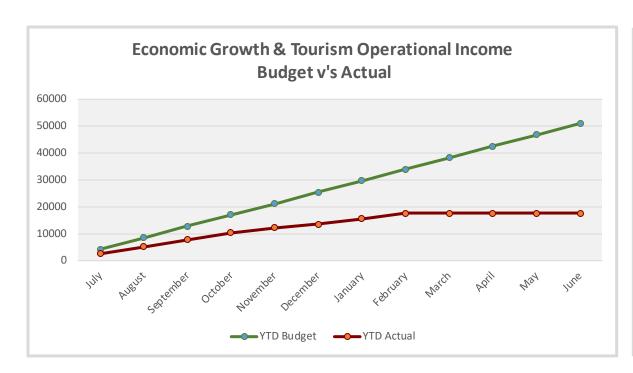
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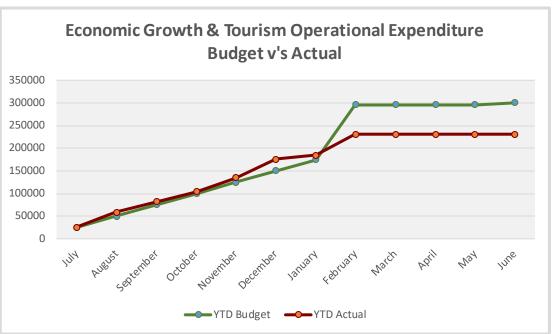
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer -1	0	+1	Comments: (Business Manager to provide short precis.)
DP4.01) Provide and facilitate future economic growth throughout the Shire. Business sector development: A – Chief Executive	Facilitate opportunities for industrial and commercial business development.	C: MEDCE		+1	Ongoing. Meetings held with potential investors and developers as required. MEDCE & Senior Town Planner continue to be in discussion with developers in relation to developments in retail, function space, tourism, accommodation and hospitality ventures. Concerns have been raised over the closure of Target Country. The Mayor visited with the Target Country CEO to discuss possible delay of this closure due to impacts of drought.
	Implement the Economic Development Strategy, promoting growth and new development.	B: MEDCE C: MEDCE		+1	Ongoing. Regional Economic Development Engagement Strategy finalised. Review and update of Economic Development and Tourism Strategy is in progress. Community consultation for this plan occurring in May.
DP4.02) Support business and industry to identify and implement emerging trends in technology to facilitate growth. Sponsorship: A – Chief Executive	Facilitate and support the delivery of business training, workshops and forums in conjunction with the Tenterfield Chamber of Tourism, Industry and Business.	B: MEDCE C: MEDCE D: TO		+1	MEDCE & TO regularly communicate with Chamber to arrange workshops & forums. MEDCE attended Business Breakfast on 14 February, which was a joint activity between the Tenterfield Chamber, Tenterfield Shire Council and private business.
DP4.03) Lobby for the improvement of telecommunications infrastructure throughout the Shire recognising internet connectivity as a significant barrier to all business activity. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A – Chief Executive	Promote the need for telecommunications infrastructure in Council planning and continue to raise the issue in appropriate forums.	B: CE C: CE		+1	Issue brought up (by Mayor) with Federal Member 20/3/18. Local government continues to advocate through LG NSW and other avenues. Three new telecommunication towers being delivered.
DP4.04) Support agriculture as a significant industry in the Shire and promote initiatives that enhance the economic sustainability of agriculture. Business sector development: A – Chief Executive	Support local agricultural events and investigate an appropriate event that showcases the Tenterfield agricultural district and industries.	B: MEDCE C: MEDCE D: TO		+1	MEDCE & CDO continue to work with drought in partnership with community organisations to deliver assistance where required. Planning is underway for the 2019 Business & Tourism Excellence Awards, including agricultural categories. The ongoing drought management has had a huge negative effect not only on the agricultural sector, but the whole economy. It's also detracting from our internal capacity to deliver more positive things. This is unavoidable, and as dire as it is, we're a lot better off than some LG's further out west.

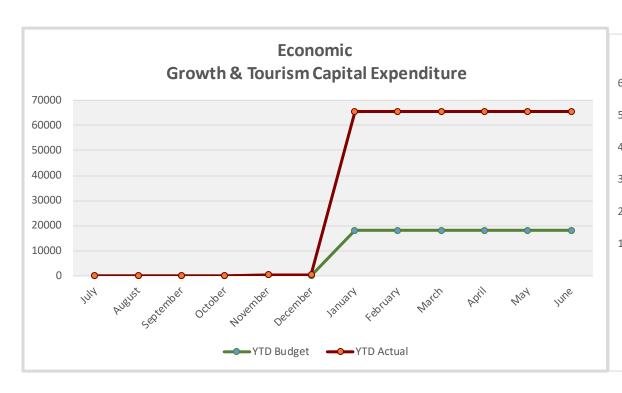
DP4.05) Promote Tenterfield Shire as a tourism destination. Sponsorship: A – Chief Executive Tourism: A – Chief Executive	Formulate a Destination Management Plan for the New England High Country as part of the New England Joint Organisation of Councils.			+1	Destination Management Plan for Destination Country & Outback Destination Network released June 2018. Review and update of Economic Development and Tourism Strategy is in progress. Ongoing marketing campaigns running in conjunction with New England High Country. Planning is underway for a workshop with the Tilma Group and Northern Region Tourism Committee (partnership between Tenterfield and Kyogle Councils) to determine tourism assets and future tourism development priorities.
	Ongoing delivery of the Destination Marketing Plan.	B: MEDCE C: MEDCE D: TO		+1	Ongoing. Regular promotion occurring via social media and online mediums. Ongoing video release schedule, supporting Tenterfield True promotional video.
	Develop a new Tourism website for Tenterfield Shire.	B: MEDCE C: MEDCE D: TO		+1	Tourism website being developed in conjunction with update to TSC website. Website developers Nucleo have been appointed to redevelop both websites. Initial design concepts due to be received by mid-April.
	Continue to develop and maintain high visibility of Tourism Products in the Region (Visitors Guide, website and social media).	B: MEDCE C: MEDCE D: TO		+1	Ongoing. Websites & Social Media regularly updated. New Visitors Guide to be completed by June 2019.
	Support marketing campaigns through the New England High Country.	B: MEDCE C: MEDCE D: TO		+1	Ongoing. My Favourite Corner Motorcycle Campaign Stage 3 launched in Oct and running to March 2019.
	Ongoing management of the Tenterfield Visitor Information Centre (VIC), including volunteer management and training, retail management and provision of customer service.	B: MEDCE C: MEDCE D: TO		+1	Ongoing. Centre operating well, open 7 days per week (only closed Christmas Day & Good Friday). Volunteer numbers maintained. Training and information night held 13 March 2019.
	Investigate opportunities for redevelopment of VIC to include economic development, community and tourism hub and modernise and consolidate VIC displays, retail shop and information services.		0)	This is a project for 2019/2020 and funding is still being sought. Application for funding to the Building Better Regions Fund was unsuccessful.
DP4.06) Plan and lobby for affordable transport options to encourage access to our Shire. 4.02 Community and cultural capacity building: A – Chief Executive	Provide an advocacy service for the community to maintain current levels of transport options. Promote transport services and options through the Visitor Information Centre.	B: MEDCE C: MEDCE D: CDO		+1	Visitor Information Centre continues to promote transport services and options for visitors and local residents. No transport issues have been raised at any service meetings attended by CDO.
DP4.07) Partner with our neighbours and stakeholders to deliver a diverse destination proposition for visitors. Tourism A – Chief Executive Business sector development: A – Chief Executive	Maintain partnerships with neighbouring Councils and industry, including Southern Downs Regional Council to investigate and support business development and tourism opportunities where available.	C: MEDCE D: TO		+1	Ongoing TO & MEDCE liaise with New England High Country & counterparts in SDRC & neighbouring Councils. Strong NEHC marketing campaigns underway. Met Chris White, Director Planning & Environment from Kyogle on 12 March 2019 to discuss collaborative arrangements regards tourism in the N/E part of our Shire, with a joint workshop to be held in May and facilitated by the Tilma Group.
	Work collaboratively with Tenterfield Railway Station Preservation Society to investigate, plan, advocate and support the re-introduction of trike use, or similar, on the rail line south from Tenterfield Railway Station for approximately 15km.	C: MEDCE D: TO		+1	Tenterfield Shire Council continue to advocate for the Tenterfield Heavy Vehicle Detour to pass over the southbound line to enable future use of the rail line for rail cruising. Other work commitments are taking priority over this project.
					Heritage State Rail have yet to sign agreement to fund building maintenance; problematic.

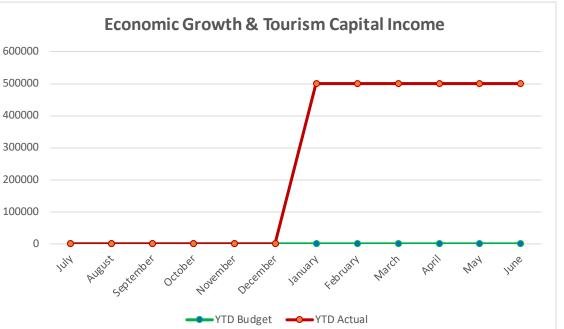
DP4.08) Facilitate and participate in ongoing partnership activities with the New England High Country, Tenterfield Chamber of Tourism, Industry and Business. Tourism: A - Chief Executive Business sector development: A - Chief Executive Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A - Chief Executive	Work collaboratively on a range of projects and promotions to market Tenterfield Shire.	B: MEDCE C: MEDCE D: TO	+1	Ongoing social media promotions. Continue to work with Tenterfield Chamber and businesses to promote Tenterfield Shire. Tenterfield True Promotional Videos released on Facebook & Instagram & has reached a wide audience. Provided administrative support required to assist Chamber apply for grant to enable the 2019 Peter Allen Festival to proceed. (Building community capacity to encourage self-sustainability.) Grant was successful. Provided marketing support in conjunction with Tenterfield Rotary Bavarian Music Festival & Beer Fest. Supported Oracles of the Bush through the provision of office space for the committee to sell tickets and provide information, plus internet access for online bookings. Liaising with the Peter Allen Festival to offer a similar arrangement.
	Liaise with the local, regional and State tourism industry, including operators and organisations.	B: MEDCE C: MEDCE D: TO	+1	Ongoing-daily activity. Regional Economic Development Strategy is the latest avenue. Work with NEHC, DNSW, Destination Network Country and Outback, Department Premier & Cabinet, RDANI.
	Support strong relationships with the business and tourism community through events (including business breakfasts and networking functions).		+1	MEDCE & TO continue to work closely with the Peter Allen Festival Committee and Tenterfield Chamber. A steering committee to further the Tenterfield National Monument Recovery Project has been established following a workshop held with Sandwalk Partners and an initial report on the project (buildings, stories and artefacts).
DP4.09) Promote the liveability of Tenterfield Shire as a place to live, work and play. Tourism: A – Chief Executive Business sector development: A – Chief	Development and distribution of new/potential residents and/or investor information prospectus.	B: MEDCE C: MEDCE D: TO	0	Currently investigating use of Our Community online platform as a resource for new/potential residents and/or investors information prospectus. Developers met 11 March 2019 to further progress.
Executive Community and cultural capacity building: A - Chief Executive Sponsorship: A - Chief Executive	Support marketing activities and events to promote Tenterfield as a place to, play, live and invest.		+1	Ongoing local & regional promotions. Promoted through local social media campaigns, Tenterfield in Touch newsletter, Council Website, Visitor Information Centre, School of Arts (community cinema advertising).
	Emerging extra operational requirements caused by drought relief activities (grants, community consultation etc.)	B: MEDCE C: MEDCE D: CDO	+1	CDO & MEDCE continue to work with local, state and Federal agencies to provide outcomes and drought relief for farmers, families and local businesses experiencing difficulty. This program has had considerable impact on our ability to undertake our planned projects. Commitment to drought activity has been considerably reduced, and now having only a minor impact on daily activities.

b) Budget









Capital Income:

N/A

Capital Expenses:

No Capital expenditure has been incurred.

Operational Income:

No significant variance at this stage of the year.

Operational Expense:

No significant variance at this stage of the year.

c) Capital Projects

	March	March	Review 2	
Community Development	4.404	2	4.404	400,0004
5405500. Computer Equipment	4,101	0	4,101	100.00%
	4,101	U	4,101	100.00%
	18/19	18/19	18/19	18/19
	YTD	YTD	Full	Percentage Comments
	Actuals	Budgets	Year	Spent
	March	March	Review 2	
Corporate and Governance 1000500. IP & R Reconstruction INTANGIBLE	1,200	0	0	0.00%

d) Emerging Issues, Risks and Opportunities

Subject to capital funding being available, redevelopment of Visitor Information Centre will streamline functions and create a more efficient environment.

Increases to visitors to the Tenterfield Tourism and Visit Tenterfield websites show that an increasing number of people are looking for information on Tenterfield online, and anecdotal evidence suggests we are seeing an increase in visitation to the region. However, we are seeing a significant decrease in visitors to the Visitor Information Centre. This supports the proposal and need to redevelop the visitor information centre to ensure it remains relevant to our current visitors. Discussions with Sandwalk Partners (company with significant experience in cultural tourism (including Sydney Opera House) and visitor information centres (Visit Canberra)) reinforced this is the direction that Tenterfield needs to be taking and he highlighted some recent centres that have undergone this type of redevelopment and seen a revitalisation of their centres.

Drought conditions have a significant risk to tourism in Tenterfield, due to a lack of water, impacting on accommodation providers, including caravan parks. The Tenterfield Showgrounds is no longer providing water to travellers, unless they are staying overnight.

What is typically our busiest tourism period will suffer significantly, due to the closure of Bald Rock and Boonoo Boonoo National Parks following the fires. National Parks have reported large scale infrastructure damage, and they are likely to remain closed for several months. The lack of autumn colour is already having a significant impact on visitation to the town. The intention is to provide a strong winter marketing campaign to encourage visitation during the winter months, and attempt to combat downturn during autumn.

The pending closure of Target Country is another emerging risk and will have a significant impact on our community, both for employment and provision of necessary goods and services at a reasonable price for our community.

e) The Business of Improving the Business

Economic Development, Tourism, Community and Cultural Team continues to work collaboratively to improve outcomes for the community.

f) Customers

Positive reviews continue to be received on Google and TripAdvisor for the Visitor Information Centre and Tenterfield.

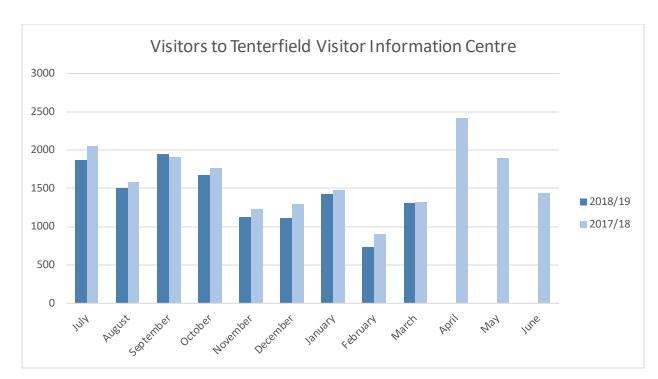
Customer Service requests continue to be responded to in a timely manner.

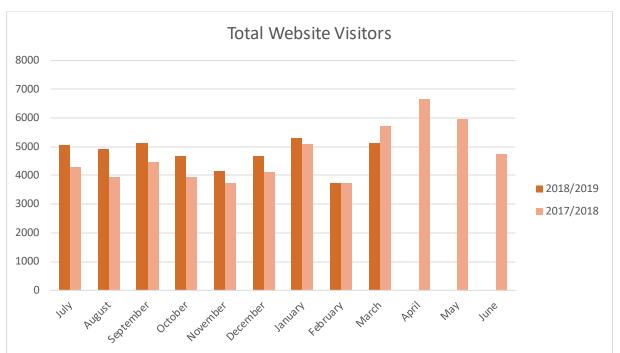
g) Business Statistics

Visitor Information Centre Numbers for March 2019 = 1,316 (0.7% decrease on March 2018)

Tenterfield Tourism Website Visitors March 2019 = 4,560 (15.2% decrease on March 2018)

Visit Tenterfield Website Visitors March 2019 = 584 (74.3% increase on March 2018)





Increases to visitors to the Tenterfield Tourism and Visit Tenterfield websites show that an increasing number of people are looking for information on Tenterfield online, and anecdotal evidence suggests we are seeing an increase in visitation to the region. However, we are seeing a significant decrease in visitors to the Visitor Information Centre. This supports the proposal and need to redevelop the visitor information centre to ensure it remains relevant to our current visitors.

h) Special events, achievements of note, celebrations

Tenterfield's 10th Biennial Bavarian Music Festival & Beerfest was held early March. Although numbers were down on previous years (largely thought to be due to the drought and the current economic climate), the resulting festival was still a success, with approximately 500 filling Memorial Hall at the main event on Saturday night, the Bavarian Beerfest. The Bavarian Brass Band Concert and Civic Reception were also well attended.



March 13 – Volunteer Training night was held with staff and volunteers from the School of Arts and Tenterfield Visitor Information Centre. The evening saw approximately 36 attendees across both facilities, and included information on emergency evacuation procedures, workplace health and safety, trivia, get to know each other/skills activity, customer service roleplays, TED talks on 'lollipop' moments, leadership and better listening, as well as future plans for both venues. The evening was well attended, engaging and extremely well received. A group photo was also taken of both groups of volunteers, to display in both the School of Arts and Visitor Information Centre.





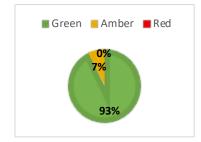




Volunteers at the School of Arts

Volunteers at the Visitor Information Centre

5. Theatre and Museum Complex



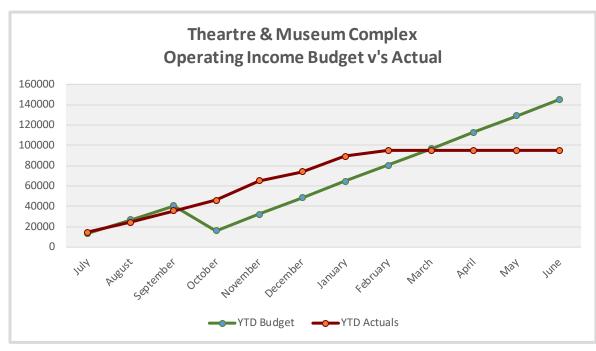
Under the 4 year Delivery Plan *Theatre and Museum Complex* relates to: Sir Henry Parkes School of Art; cultural diversity, events and art activities; youth engagement; volunteering; and festivals. The Office of the Chief Executive directly oversees these outcomes.

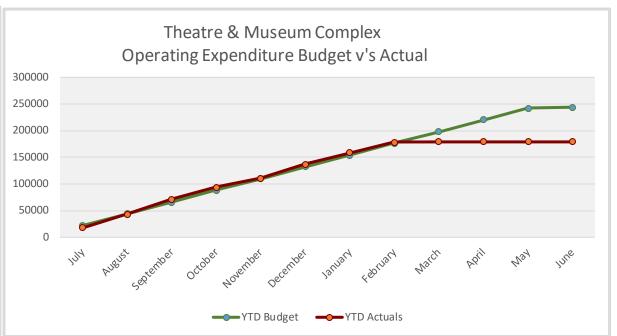
a) Delivery and Operational Plan precis

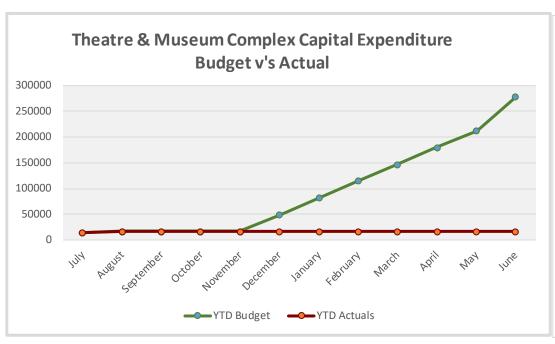
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP5.01) Sir Henry Parkes Memorial School of Art is provided by Council as a cultural hub of Tenterfield Shire. Culture, theatre & museum: A – Chief Executive	Manage and operate all aspects of the Sir Henry Parkes Memorial School of Arts (Cinema, Theatre, and Museum).	B: MEDCE C: MEDCE D: CDO			+1	Tenterfield School of Arts is open 7 days a week (closed Christmas Day & Good Friday) and has a regular program of cinema and theatre activity.
DP5.02) Enhance cultural diversity by encouraging cultural and artistic opportunities.	Maintain relationship, partnership and facilitate Museum Advisor Program.				+1	Ongoing. Acquittal complete for 2018 funding. Submission completed for 2019 funding.
Culture, theatre & museum: A – Chief Executive	Maintain a collaborative working relationship with National Trust Australia (NSW) and Friends of the School of Arts.	B: MEDCE C: MEDCE			+1	Joint management committee meet twice a year (minimum) with representatives from Friends of the School of Arts, National Trust and Council. These meetings are reported back to National Trust annually. National Trust Property and Collection Managers are planning a visit during 2019.
	Ongoing partnership programs with community organisations, Tenterfield dramatic group, production companies, Arts North West, the New England North West Performing Arts Network and Arts NSW.	B: MEDCE C: MEDCE			+1	Ongoing. Tenterfield Drama Group has now been reformed as Tenterfield Players Inc. as part of their new direction for Tenterfield Dramatic training and performances. New workshops for youth & adults commenced March 2019.
	Provide support to School of Arts Joint Management Committee.	B: MEDCE C: MEDCE			+1	Joint management committee meet twice a year (minimum) with representatives from Friends of the School of Arts, National Trust and Council. These meetings are reported back to National Trust annually.
DP5.03) Enrich the cultural life of the community by supporting a variety of cultural events and activities for residents and visitors	Marketing and promotion of the Sir Henry Parkes Memorial School of Arts Complex programs and activities.	B: MEDCE C: MEDCE D: CDO			+1	Sir Henry Parkes School of Arts has an extensive suite of marketing activity including social media, print, radio, cinema programs, email, online (websites) and brochures.
Culture, theatre & museum: A – Chief Executive Community events: A – Chief Executive	Support annual events (Sir Henry Parkes Oration and Banquet, Eisteddfod (Biennial), Bavarian Brass Band Concert (Biennial), Seniors Week, Youth Week and NAIDOC week.	B: MEDCE C: MEDCE D: TO			+1	These events continue to be supported and are always well attended. Seniors Week supported via exhibition opening, banquet hall lunch & movie (Mary Poppins Returns) held at the facility. Bavarian Brass Band concert in conjunction with the Tenterfield Rotary Club held early March 2019.

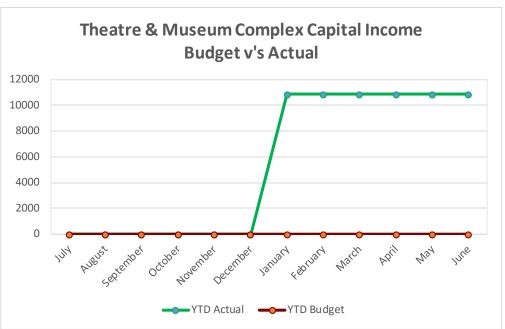
Volunteer recruitment and placement : A – Chief Executive	Annual planning, development and implementation of a Theatre Program.	B: MEDCE C: MEDCE D: CDO		+1	Annual program established and ongoing. Strong and exciting program underway for 2019. March events include Bavarian Brass Band concert in conjunction with the Tenterfield Rotary Club, BANJO and Kaput Family Theatre.
	Annual visiting and local museum exhibition program.	B: MEDCE C: MEDCE		+1	Exhibitions are sourced both touring and local when funds permit. The Breaker Morant collection has been remounted in the passageway display cabinet of the School of Arts. Two photograph exhibitions have been mounted in the SOA foyer, depicting Bluff River & Sunnyside Railway Bridges, and Love Your Life Seniors Exhibition.
DP5.03.01) Promote volunteer opportunities and manage volunteers at the Sir Henry Parkes Memorial School of Arts.	Provide volunteer opportunities, offer volunteer training and upskilling in a safe and engaging work environment.	B: MEDCE C: MEDCE		+1	Ongoing. Volunteer Numbers are being maintained and volunteer training is provided on a rotational basis ensuring all skills are upto-date and relevant. Joint training night held 13 March.
	Facilitation of cultural development opportunities for individuals and groups through creating opportunities in film, music and theatre.	B: MEDCE C: MEDCE		+1	Support workshops, both visiting and local, local drama group, and music supper nights.
DP5.04) Encourage activities for young people and families in Tenterfield Shire	Annual planning and development of a Cinema Program, including Manhattan Film Festival.	B: MEDCE C: MEDCE D: CO		+1	Cinema program is ongoing with minimum 5 screenings per week. Tenterfield Cinema has experienced an excellent first half, with attendance well above the average. This is due to a strong cinema
Culture, theatre & museum: A – Chief Executive Community and cultural capacity building: A – Chief Executive					and theatre program, as well as good attendance from Queensland. Manhattan Film Festival & return of the Lyceum Film Festival, featuring Australian films, scheduled for early October.
CHIEF EXECUTIVE	Annually review and implement education program for Years 5-6 and Years 9-10.	C: MEDCE D: CDO	0		Implementation of education program is ongoing with school visits and tours. Project Brief to be prepared and sent out for expressions and interest and quotations by June 2019.
	Support Youth Week, support youth theatre workshops and provide youth entertainment during school holiday periods (dependent on product availability).	B: MEDCE C: MEDCE D: CDO		+1	Youth workshops and youth cinema and theatre program ongoing with focus on holiday periods and youth week. Scheduled events include: BANJO, Kaput, Scotts PGC Pipe Band, Alice in Wonderland Ballet, Cinderella Spinderella & The Twits (Roahl Dahl).

b) Budget









Capital Income:

Heritage Division Grant Fund.

Regional Cultural Fund of \$72,000 for air conditioning announced. Expression of Interest for Quotes have been sent out.

Capital Expenses:

The capital expenditure budget now incorporates the 2017/18 budget carryover, adjusted as per the Quarterly Budget Review.

Operational Income:

No significant variance at this stage of the year.

Operational Expense:

No significant variance at this stage of the year.

c) Capital Projects

4215502. Cemeteries - Eathworks Preparation for Stage 1 Expansion	(28,710)	21,528	28,710	-100.00%	
4215503. Cemeteries - Construction of Road Access and Carpark - Masterplan	28,710	0	0	0.00%	Not yet commenced
4600550. Tenterfield Archers Grant SCCF -	(17,820)	0	0	0.00%	
4605502. Renew al of Jubilee Park Playground	0	73,215	97,617	0.00%	Not yet commenced
4605505. Renew al of Urbenville Playground	25,760	0	28,666	89.86%	
4605508. Tenterfield Main Street Lighting	16,611	0	16,611	100.00%	
4610501. Renew al of Shirley Park Amenities	0	0	111,000	0.00%	Not yet commenced
4610509. Tenterfield Town Centre Revitalisation SCCF	16108	16108	0	0.00%	
4610503. Renew al of Drivew ay & Carpark - Federation Park	0	0	34,502	0.00%	Not yet commenced

d) Emerging Issues, Risks and Opportunities

Online streaming services are a risk to the ongoing success of the cinema.

Cost of electricity to operate the facility is an ongoing risk.

Current staffing structure needs to be assessed as there is no capacity for succession planning.

Opportunity - A proposal has been received in regards to cinema operations. This proposal includes booking and programming of films (access to first release), website and social media updates and online bookings for cinema and theatre events. Further investigations and a subsequent report will be prepared. This process may an avenue to assist with succession planning and future facility operations.

e) The Business of Improving the Business

The SoA continues to engage with the community and provide excellent activity and events for the general public.

Community cinema nights continue to be very successful.

f) Customers

Positive reviews continue to be received on Google and TripAdvisor for the Sir Henry Parkes School of Arts Theatre, Museum and Cinema.

All enquiries (internal and external) are responded to within appropriate timeframes.

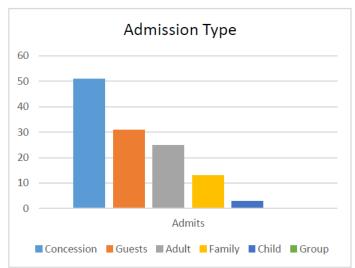
g) Business Statistics

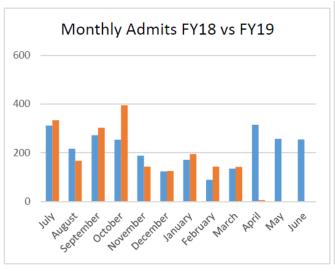
Total museum visitation March 2019 = 142

Total cinema admissions March 2019 = 478 visitors to 23 screenings

Total website visitors (cinema & theatre) March 2019 = 779 (35% increase on March 2018)

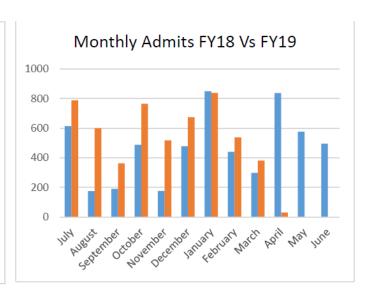
Tenterfield Cinema & Theatre Subscriptions = 130 subscribers







Cinema



Cinema

Museum Museum

h) Special events, achievements of note, celebrations

March 2019 Cinema Results at the School of Arts:

Film	Screenings	Admits	Adm / Scr
Mary Queen of Scots	2	34	17
Green Book	5	196	39
Ben in Back	5	64	13
At Eternity's Gate	5	86	17
What Men Want	4	54	14
A Dog's Way Home	2	44	22
Total	23	478	21

March Theatre events at the School of Arts

Film	Admits
Bavarian Brass Band Concert	146

Total	328
Kaput	42
BANJO	140







Kaput – photo by Peter Reid

Bavarian Brass Band







Banjo – the poetry of Banjo Patterson set to the music of Coldplay and contemporary dance

March 13 – Volunteer Training night was held with staff and volunteers from the School of Arts and Tenterfield Visitor Information Centre. The evening saw approximately 36 attendees across both facilities, and included information on emergency evacuation procedures, workplace health and safety, trivia, get to know each other/skills activity, customer service roleplays, TED talks on 'lollipop' moments, leadership and better listening, as well as future plans for both venues. The evening was well attended, engaging and extremely well received. A group photo was also taken of both groups of volunteers, to display in both the School of Arts and Visitor Information Centre.











Volunteers at the School of Arts

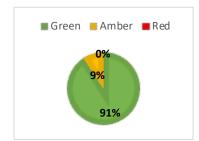
Volunteers at the Visitor Information Centre

2019 Theatre Program

20 Feb	Theatre Restaurant – Big Bands Music	65 attendees
7 March	Brass Band Concert - Bavarian Music Festival & Beer Fest	146 attendees
27 March	Banjo – contemporary dance with Banjo's poetry	140 attendees
29 March	Kaput – Children's Theatre	42 attendees
1 June	Warwick Scotts College Highland Pipe Band Concert	
12 June	Melbourne Comedy Festival	
8-11 July	Beat of The Bush Festival	

12 July	Alice in Wonderland – Melbourne City Ballet
22 July	Cinderella Spinderella
8 August	Tenterfield Business & Tourism Excellence Awards
18 August	Roald Dahl – The Twits
6-8 Sept	Peter Allen Festival
16-20 Sept	Tenterfield Eisteddfod
24-27 Sept	Tenterfield Eisteddfod
3 October	Manhattan Film Festival
4-7 October	Australian Film Festival
26 October	Sir Henry Parkes Oration
4 Dec	Volunteer Xmas Party

6. Library Services

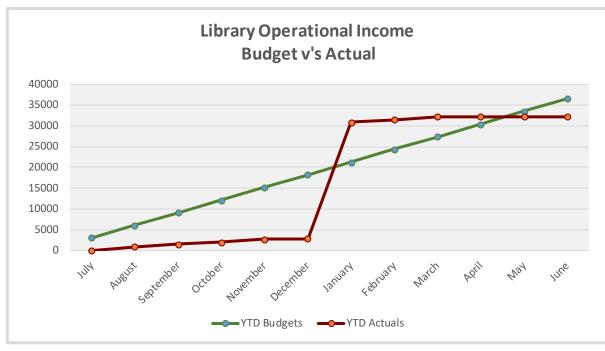


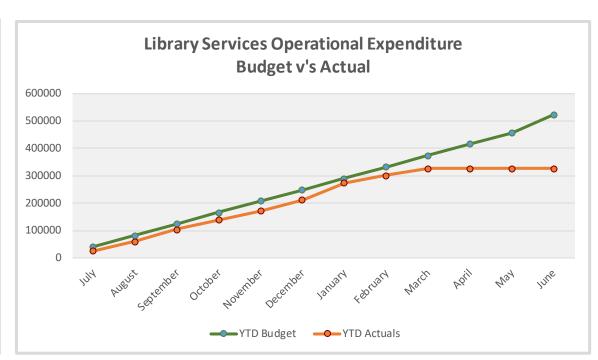
Under the 4 year Delivery Plan *Library Services* relates to: home services; vision impaired; review and updating collections; exchanges; internet and Wi Fi access; accessible technology; exhibitions; online training and resources; research and reference services; and the management of corporate art and memorabilia. The Office of the Chief Executive directly oversees these outcomes.

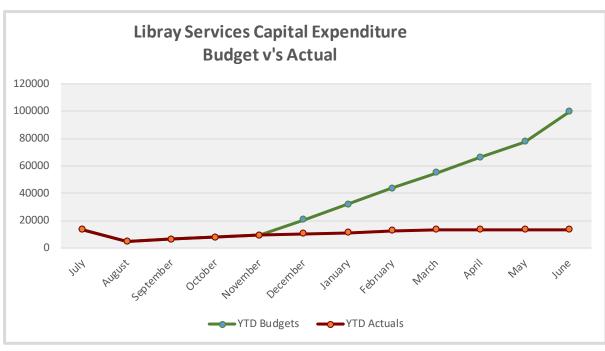
Delivery and Operational Plan precis

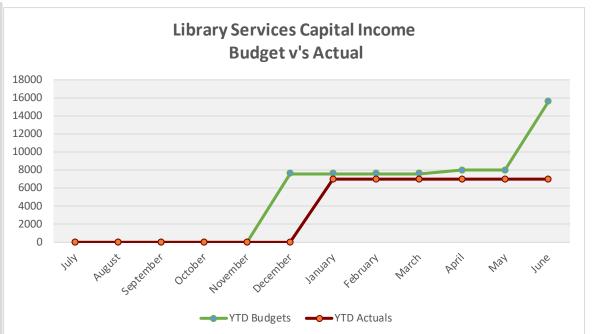
4 Year Delivery Program	1 Year Operational Plan	Officer				Comments: (Business Manager to provide short precis.)
	18/19		-1	0	+1	
DP6.01) Provide ongoing delivery of broad range of library services that respond to community	Provide a wide range of facilities and activities to support the physical and mental health of the community.	B: SL C: SL D: SL			+1	Ongoing.
needs.	Provide and promote a Home Library Service to people in the town area who are unable to visit the Library.	B: SL C: SL			+1	Ongoing.
Library: A – Chief Executive	Provide and promote resources available for people with limited vision and hearing such as Talking Books and Large Print books.	B: SL C: SL			+1	Ongoing.
	Review Library Services Policy.	B: SL C: SL			+1	Completed.
	Ongoing collection management including acquisition and disposal of resources.	B: SL C: SL D: SL			+1	Ongoing.
	Provision of library branch exchange services in villages.	B: SL C: SL			+1	Ongoing. Regular communication with Branch staff and monthly exchange visits.
DP6.02) Develop and maintain a range of community facilities that meet the diversity of community	Provide spaces and opportunities for individuals and small community groups to meet and access technology.	B: SL C: SL D: SL			+1	One-off and regular small community group meetings encouraged.
needs, interests and aspirations <i>Library:</i> A – Chief Executive	Provide a space for exhibitions and displays of public interest.	B: SL C: SL D: SL			+1	Ongoing.
	Provide public access to online training and resources.	B: SL C: SL D: SL			+1	Free public access computers provided. Free online access provided to the Technology Training Directory for the community.
	Provide free basic research and reference services.	B: SL C: SL D: SL			+1	Ongoing.
	Manage all corporate art, artefacts, honour boards and memorabilia (including audit and security).	B: SL D: SL		0		Cataloguing of Tenterfield Shire Council's Art Works project is progressing with Library items identified and recorded and a start made on the items in the Council Administration lobby.

Budget









Capital Expenses:

Library resources are funded from the State Library allocation.

Operational Income:

No significant variation at this stage of the Financial Year.

Operational Expense:

On budget.

Capital Projects

	March	March	Review 2		
Economic Growth and Tourism					
5400220. Drought Relief Event - Tenterfield	50,000	0	50000	0.00%	
5400240. Drought Relief - Family Fun Day	17,128	0	17128	0.00%	
5400504. Community Wi-Fi	540	12042	2,117	25.51%	Work underw ay
5400506. Web Design	0		16,053	0.00%	Not yet commenced
	64,668	10,704	18,170	355.91%	-
	18/19	18/19	18/19	18/19	
	YTD	YTD	Full	Percentage	Comments
	Actuals	Budgets	Year	Spent	
	March	March	Review 2		

Finance & Technology

• Local Priority Grant Funding for 2018/2019 will be used to continue and/or complete the renovations of the Urbenville branch library.

Emerging Issues, Risks and Opportunities

- A formal Risk Management assessment of the Library's public computers is being undertaken.
- An incident report was submitted regarding graffiti on the Library sign near the front door and on the afterhours book chute.
- There is a risk of extensive damage to the Library building, furniture, floor and floor coverings as well as resources if there are any rain events before the current damage is repaired. Library building repairs have commenced.
- Renovations to Urbenville branch library are in the planning stage, shelving for DVD's has been ordered and tradespeople are being contacted for pricing of repairs and painting.

The Business of Improving the Business

- The project to catalogue Council's Corporate Art Collection is progressing with items located in the Library identified and recorded. Recording of items in the Council Administration building lobby has commenced.
- A Family History workshop was held on 12 March to assist researchers in the use of the Tenterfield Star newspaper database.
- The Manager Library Services attended the PLA North West Zone Managers Meeting at Uralla. The State Library representative said that they would negotiate with the government after the election about the mix of future public library funding. It is proposed that Local Priority Grant Funding will move up to 50% from 30% of the State Allocation. He also discussed the proposed Service NSW kiosks that are going to be installed in some public libraries saying that it is definitely not a State Library project, it is a government proposal that is part of the funding bundle.

The meeting also discussed methods of evaluating library programs such as using numbers attending as well as both formal and informal surveys. There was also discussion on general library activities and programs such as shelving Junior, Young Adult and Picture books, program ideas, building partnerships, attracting quality staff, marketing and strategic planning.

SWOT ANALYSIS

Library - (SL)



Strengths

- Resource partnerships with NSW Public Library Network and Northern Tablelands Library Services;
- Libero Users Group;
- Skilled and committed staff, informed on community needs;
- Location and history.



Weaknesses

- Population size does not support larger scale desired activity;
- Geographical and travel costs to maintain out services;
- Space constraints, historic building limitations, no meeting room or program space;
- Staffing limitations (small) and succession planning, available staff development time limits regional training opportunity take up;
- Grant application knowledge and skills.



Opportunities

- Increase number of community groups using library spaces;
- Further Library promotion to the Community;
- Lobby State Library for regional training; further collaboration with regional libraries;
- Seek additional funding through grants, sponsorships;
- Further Council interdepartmental cooperation;
- Implement new technology, online training, and social media promotion.



Threats

- Reduced funding, including Grants to accommodate the community's changing needs;
- Staff churn and loss of expertise;
- Changing technology and failure to update.

Customers

Customer service responses are within Charter timeframes.

Business Statistics

Tenterfield Public Library Statistics for March 2019

Loans Tenterfield: 2017

Loans Drake: 55

Loans Torrington: 72

Loans Urbenville: 85

Total Physical loans: 2229

Co-op eLoans: 105 (approx.)

Total of Loans: 2334

Tenterfield Door Count: 1707

Drake library users: 13 (approx.)

Urbenville library users: 21 (approx.)

Torrington library users: 35 (approx.)

Total Library Visitors: 1776

New borrowers: 21

Computer Users: 333

Computer Hours: 413.5

WiFi logins: N/A

OPAC searches: 8186

Tenterfield Star database searches: 559

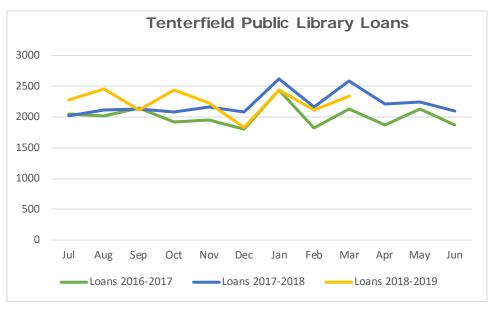
Completed ILL's: 26

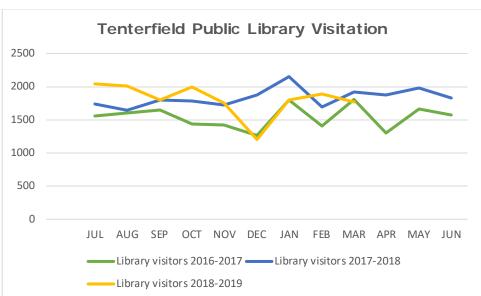
Home Library Service Loans: 147

Reservations satisfied: 55

Deletions: 97 Items catalogued: 129

Holdings as at 31/03/2019: 34703



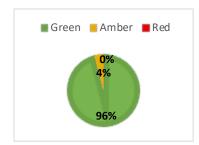


h) Special events, achievements of note, celebrations

• Visit and storytime with a Tenterfield Playgroup



7. Workforce Development



Under the 4 year Delivery Plan Workforce Development relates to: workplace health and wellbeing, planning and culture; workers compensation; workforce performance; training; recruitment, selection and retention; and internal communications. The Office of the Chief Executive directly oversees these outcomes.

a) Delivery and Operational Plan precis

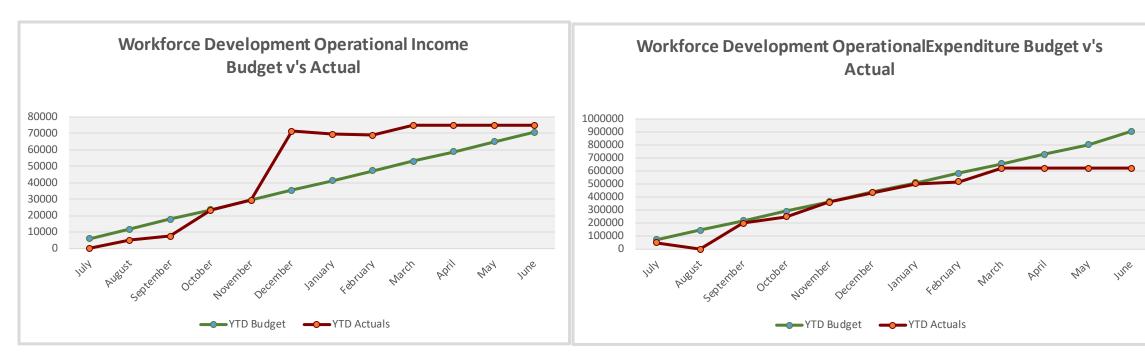
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP7.01) Provide an organisation-wide approach to the effective management of workplace health and wellbeing. Workforce planning: A – Chief Executive Workforce culture: A – Chief Executive Workers compensation: A – Chief Executive	Proactively manage and ensure the workplace health and safety functions of Council are delivered effectively.	B: MHRWD C: WHSRMO D: WHSRMO			+1	(Workforce safety is a Councillor priority objective.) Strong performance in this area continues, with the resultant premium reductions. Major current focus on Risk management/Enterprise risks in order to achieve Council wide standards and management. Delivery of Councils WHS functions has been enhanced by Councils representation on the StateCover Mutual's Advisory Board and application of skills enhanced by training. Recent Drug and Alcohol tests applied randomly to a sample of staff all demonstrated negative outcomes ("no evidence of use") – a good outcome for proactive management of workplace health.
	Consult with staff, contractors, volunteers and workers who may be directly affected by a health and safety matter to improve and maintain health and safety in the workplace.	B: MHRWD C: WHSRMO D: WHSRMO			+1	Regular WHS Consultative Toolbox talks and updates were held with Outdoor staff at key locations. Key site inspections continue to ensure safety. An opportunity to upskill staff in facilitating these processes was taken to expand our capacity to ensure this valuable process continues. Several staff with non —work related injuries or illness continue to be monitored and followed up appropriately to establish continued fitness for work. The involvement in Emergency Management associated with the Jennings, Tabulum and Drake fires is being reviewed in order to take the opportunity to record learning experiences and make future improvements to processes.
	Develop and implement physical and mental health initiatives to improve health and wellbeing of staff.	B: MHRWD C: WHSRMO D: WHSRMO			+1	Following the funded Health checks for 77 staff which provided staff with valuable information and health advice, action is being taken to introduce further incentive funded programs. These include dietary guidance and defensive driving skills.
	Continue initiatives and systems that currently support flexible work arrangements.	B: MHRWD C: MHRWD			+1	Several initiatives in place for remote working and adjusted hours are working well with the employees involved. Situations checked and other options being pursued.
DP7.02) Delivery of programs to grow and invest in our existing and emerging leaders and support a culture of high performance. Workforce culture: A – Chief Executive	Ensure staff enrolled in longer term Certificate Courses are assisted and complete the programs, which are relevant to operational requirements.	B: MHRWD C: MHRWD			+1	Continued delivery by visiting TAFE instructors/assessors for those completing Certificates in Civil Construction including carpentry disciplines. Traineeship subsidies have been applied for. Now 20 plus Traineeships/Apprenticeships, for long term and new staff members, working effectively. Future training and

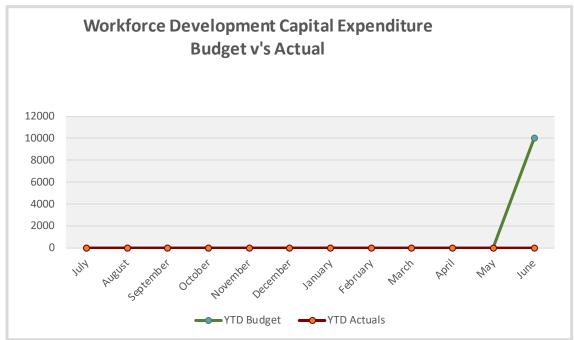
Workforce performance: A – Chief			development plans, designed to heighten staff skill levels, are being drawn up and developed from Performance reviews.
Human resource advisory, performance, review and training: A – Chief Executive	Provide leadership with periodic updates on useful trends in management style, cultural awareness and develop approaches that encourage managers to be more prudent in their selection of Learning and Development opportunities for their staff.	B: MHRWD D: HRC	(Growing leadership within the organisation is a Councillor priority objective.) Supervisory training, at "coalface" levels delivered in March and funded by NSW State Training Services. Further needs clarified as well as the need to rationalize attendance.
	Identify rewards that effectively recognise staff whose performance consistently exceeds expectations.		Broad-banding has allowed recognition of skills and qualifications obtained and performance standards achieved. Current performance review round has identified opportunities for training and development and skill step increases in line with the salary system/Award have been made. The repeat of the Voice survey has reinforced that significant improvement in workplace motivation and culture has been achieved. Council's efforts have been rewarded by receipt of the Voice Change Challenge Award for 2018/19, ahead of private sector contenders.
	Reintroduce a staff newsletter and reinforce the maintenance of all staff communication programs.	B: MHRWD C: HRC	Staff Newsletters will continue to be rolled out, with staff take up of suggestions and recommendations beginning to emerge. Interdepartmental communication clearly strengthened and positive responses to post Council briefings recorded, with strong attendance and interest evidenced.
	Continue current informal mentoring program and formalise program in future years.	B: MHRWD C: MHRWD D: HRC	(Training of Councillors and staff is a Councillor priority objective) Face to face mentoring of some staff continues and training programs pursued as above to strengthen our skill base. Additional funding opportunities for leadership development being pursued as well as research into suitable available programs.
	Audit business owner engagement to produce the Council's Monthly Operational Report.	B: MHRWD C: MHRWD	Engagement evident in growing awareness and performance against accountabilities.
	Implement effective and efficient workplace practices and strategies that include the use of technology, including devices that may be personally acquired and used in the workplace.	C: MFT	Clearance of paper storage volumes has now been completed. Digitisation/off site storage nearing completion. More effective use of, and updating, of devices/technology achieved.
DP7.03) Manage the implementation of Council's Workforce Management Strategy. Workforce planning: A – Chief Executive Workforce performance: A – Chief Executive	Complete the 2017/18 review based on statistical and HR metrics. Measure progress in achievement of strategies in the workplace.	B: MHRWD C: MHRWD	Annual surveys completed, which will improve benchmarking. Review of positions, staff numbers, full time, Part-Time & casual continues to maintain staff at approved FTE (Full Time Equivalents) levels, as reflected in Council's organisation chart. Impact of additional Grant funding to be assessed in terms of impact on staffing metrics. There are increasing opportunities to obtain labour at minimal cost, through work for dole, community service and volunteering, together with traineeships. The recruitment process has begun for a number of positions in the northern part of the shire. Receipt of Federal Employment subsidies is continuing to improve the quantum of labour available.
	Complete the review and reconstruction of Council's salary system, cost potential change needed to reduce inconsistencies and maintain equity.	B: MHRWD C: MHRWD	Inconsistencies have been identified and corrected to ensure equity in local government employment comparisons. Reconstruction progressing with all Position Descriptions (PDs) reviewed and rewritten to represent current structure and ready

					for placement in an upgraded salary evaluation system, to be implemented in June
	Update Human Resources policies, procedures and processes where appropriate, build on work completed in the specific assignment of accountabilities contained in the Operational Program/Plan.	B: MHRWD C: MHRWD	0		A number of Policies already reviewed and redrafted, several procedures introduced to strengthen existing processes e.g. ID Checks/Security checks. Priority is being given to finalisation of the Policy and protocols review and updating processes and to address audit suggestions as well as to ensure currency and to reflect innovative and contemporary approaches.
	Refine the organisation structure determined in first quarter 2018 in order to achieve greater efficiencies.	B: MHRWD C: MHRWD		+1	Small refinements made in reporting relationships. Ongoing refinements, at interface levels continuing as we move from structural change to consolidation
	Identify and commence processes that will improve management of culture change and implement key recommendations derived from the "Voice" staff survey.	B: MHRWD C: MHRWD		+1	"Voice Task Force" process has provided excellent reporting, Repeat survey completed with stronger response rate. Results analysed, providing a solid measure of change results achieved to date. A 360 degree feedback process will shortly begin to provide support data to the leadership, on their effectiveness and individual approaches to cultural change in the workplace.
DP7.04) Developing attraction and retention practices across Council. Workers compensation: A – Chief Executive	Further develop the Succession Planning Program and a Staff Retention and Recruitment Plan for continued implementation across Council.	B: MHRWD C: MHRWD D: HRC		+1	(Ensuring the alignment of training is a Councillor priority objective.) Succession planning progressed through identified training needs, strong back up provisions in place. Attention being given to potential shortfall in capability to cover roles during absences.
Recruitment & selection: A – Chief Executive Workforce culture: A – Chief Executive	Provide managers with tools and insight into motivational behaviors that facilitate retention of key staff.	B: MHRWD C: MHRWD D: HRC		+1	Some behavioral change observed in recognition of good performance. Performance reviews have now been completed. 360 reviews will provide further tools that may be required. Supervisory training, at "coalface" levels is being delivered.
Human resource advisory, performance, review and training: A – Chief Executive	Continue to foster an environment that supports and celebrates diversity and where the best person for the job gets the job.	B: MHRWD C: MHRWD		+1	Merit selection from quality applicant pools continues to result in diversity that can and should be celebrated. Diversity in the workforce increasing. EEO continues to be a focus through the recruitment, selection and induction process. Several newly appointed replacement customer service and administration staff are undergoing training and induction, to ensure service standards are maintained.
	Where possible, provide traineeships to allow affirmative action within diversity groupings, such as school leavers and refugees.			+1	Support from State Government programs will assist further traineeship developments. Traineeship has been advertised in the northern area of the shire for our water and waste department. Interviews arranged.
	Manage recruitment and selection processes and delivery.	B: MHRWD C: MHRWD		+1	Recruitment and selection results have achieved quality selection outcomes. Process continuously managed, alternative approaches taken in areas of shortage.
DP7.05) Deliver continuous improvements in Council's business, processes and systems (WHS)	Manage Workers Compensation and Rehabilitation.	B: MHRWD C: WHSRMO D: WHSRMO		+1	Non-related injuries/illnesses still being managed and monitored. Lost time controlled and at minimal levels.
Work, Health and Safety: A – Chief Executive	Develop, communicate, consult and implement the Work Health and Safety Management System (WHSMS) elements.	C: WHSRMO D: WHSRMO		+1	Safe Work Method Statements reviews continuing towards completion. Quarry safety management plans currently being developed. Major work on Enterprise Risk Management undertaken.
	Develop and implement Emergency Preparedness Procedure in conjunction with State Cover WHS Action Plan, Legislative requirements and ISO	B: MHRWD C: WHSRMO D: WHSRMO		+1	Continued work with State Cover, including staff information sessions has enhanced preparedness. Strategies and procedures developed and being updated/prepared to achieve further

45001 Occupational Health and Safety Management Systems.			progress. Formal evacuation drills have occurred, with good results.
Continual review of Safe Operating Procedures, Safe Work Method Statements, work processes and work practices to determine whether the measures are effective and have a positive impact in eliminating or minimising risk.	C: WHSRMO D: WHSRMO	+3	Continuous review has produced positive results in terms of incident free days (see previous report and Charts). Site audits, inspections and reviews are continuing with effective controls and improvements being communicated and implemented. Task specific Safe Work Method Statements were developed in consultation with staff involved assisting the RFS with firefighting efforts. Due to work loads and work hours required in providing assistance to the RFS work plans and rosters were developed to ensure fatigue management was incorporated.

b) Budget





Capital Income: N/A

Capital Expenses:

The \$10,000 allocated for the Workforce, Planning and Evaluation or related Software has been scheduled to be purchased in the latter half of the Financial Year.

Operational Income:

Operating income from subsidies and incentives continues on track. Receipts reflected at this stage of the Financial Year. A number of training expenses have also been externally funded and therefore do not show directly as income. Over \$100,000 of externally supplied training has been funded without cost to Council other than the wages of those attending essentially mandatory, regulatory or compliance training and development.

Operational Expense:

Expenditure on training, including travel, committed and incurred. Expenditure continues as forecasted, expectations on track. .

Capital Expense:

6215530. MR622 Repair 2017/18	278,413	0	274,922	101.27%	
6215531. Special Grant Mt Lindesay Road	3,309,990	0	2,549,405	129.83%	
6215532. NDRRA 2017 - 12 March - Local	971,922	3,121,947	1,557,140	62.42%	
6215533. NDRRA 2017 - 12 March - Reg.	2,312	0		4.21%	Offset by Income from RMS
			54,859		
6215534. MR622 - Ch 28 to Ch 29 (Safer Local Roads)	214	0	54,304	0.39%	
6215535. Jubullum - Public Internal Road Upgrade (Aboriginal Communities)	519	0	9,747	5.32%	
6215536. Jubullum - Upgrade T intersection at Plains Station Road	12,645	0	0	0.00%	Cost allocation to be reviewed
6215538. NDRRA 2017 - 28 March - Local	695,100	0	2,117,631	32.82%	
Emerging Issues, Risks and Opportunities					

Risks – Councils provision of plant machinery and manpower to assist the RFS firefighting activities have posed a number of risks to Council and its staff that are not normally present in day to day activities. Managers and Supervisor with the assistance of the WHS Risk Management have ensured Councils Risk Management and Enterprise Risk Management Principles policies and procedures where implemented, monitored and reviewed. Appropriate control measures were enacted to ensure the safety of staff, protection of assets and the environment.

c) The Business of Improving the Business

Funded Supervisory training for their Managers and Supervisors has been conducted. Some in house follow up training will be provided. Extensive required safety training supplied in areas such as forklift, chainsaw and Chemical cert. A Manager Assets and Program Planning has now been appointed.

SWOT ANALYSIS

Human Resources and Workforce Development - (MHRWD)



Strengths

- Workforce Management Strategy approved and in place with strategies being progressively implemented, including training with external and internal funding and budget capability support;
- Availability of internal metrics and external comparative data to aid decision making;
- Current staff capabilities, quantity of well-defined procedures, knowledge of workforce and their needs to facilitate planning;
- Sound payroll data and system operations, stable industrial relations.



Weaknesses

- Cumbersome nature of some processes including job evaluation and performance appraisal, that need automation support;
- Periodic difficulty in obtaining performance against budget data;
- Prior handling of the Change process;
- Inconsistent identification of training needs for some staff by responsible supervisors, need for some managers to improve management techniques.



Opportunities

- Improve management of the Change process and enhance communication; Complete staff surveys
- Republish/establish approved Organisation Structure, develop the Organisation; Establish Succession Planning for key positions
- Complete reviews of and changes to the Performance Appraisal, Position Descriptions and Salary Evaluation Systems. Complete training programs including Councillor training;
- Update selected HR Policies, become an Employer of Choice;
- Effectively re-establish the Consultative Committee.



Threats

- Failure to address some inefficiencies related to particular staff duties;
- Overlook particular priority training needs, which impair performance;
- Technology change unavailable or not capable or provision;
- If inappropriate selection decisions are made;
- Poor application of management skills and missed opportunities for mentoring;
- Incomplete Succession Planning
- Reduction in available funding.

SWOT ANALYSIS

WHS and Risk Management - (MHRWD)



Strengths

- Well defined WHS strategies, actions, programs and commitment to safety;
- Benchmarked performance, target achievement;
- Defined Risk Management strategies;
- Good staff attitude and commitment to WHS and Risk;
- Current WHS/Workers Compensation performance and low premium costs and excellent "recover at work" attitudes;
- Safe Hold Software.



Weaknesses

- Need to further encompass Injury Management Programs;
- Better definition of lead indicators;
- Definitions of Enterprise Risk Management (ERM) actions and lead indicators;
- Potential heavy workload culture which could exacerbate risks;
- Mid-level management understanding of legislated duties and obligations;
- Current underdeveloped ERM implementation framework.



Opportunities

- Capitalise on current WHS performance and downward injury trend to maintain momentum and drive continuous improvement;
- Embrace technological advances in WHS and Risk Management Implementation;
- Learn from other Council Systems and advice;
- Reinvest Incentive Payments from Insurers for further improvements and WHS initiatives.



Threats

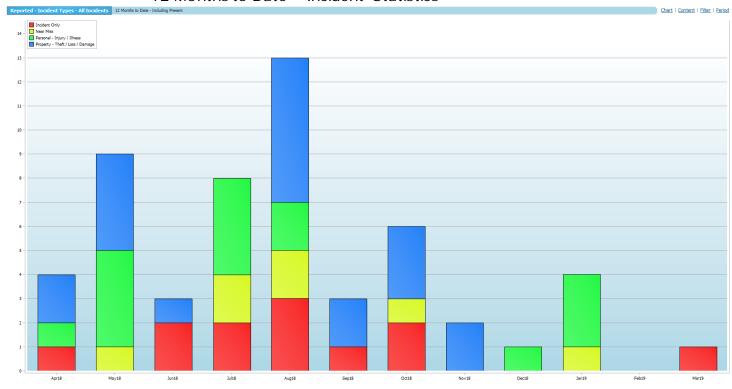
- Legislative non-compliance and penalties;
- Contractor non-compliance or poor performance;
- A major workplace or public liability incident;
- Reduction in current funding arrangements;
- Property loss or damage due to non-compliance, unsafe practice.

d) Customers

HR & Workforce Development are continually working closely with our internal and external stakeholders. Some of the programs/initiatives are: in relation to work health and safety, training and development for staff, Work for the Dole initiatives/activities, school work placement activities, jobseekers/applicants.

e) Business Statistics

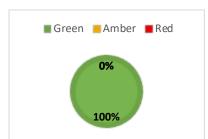
12 Months to Date – Incident Statistics



f) Special events, achievements of note, celebrations

The WHS Risk Management Officer is currently undertaking a Graduate Certificate in Human Resource Management with the University of New England.

8. Emergency Services

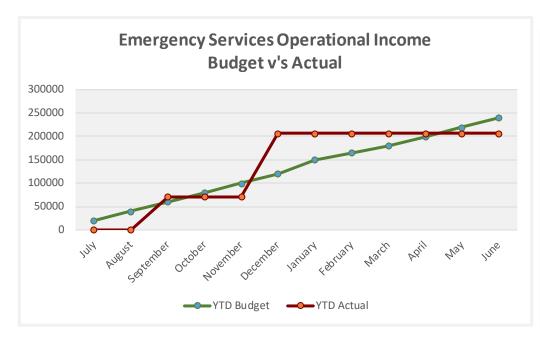


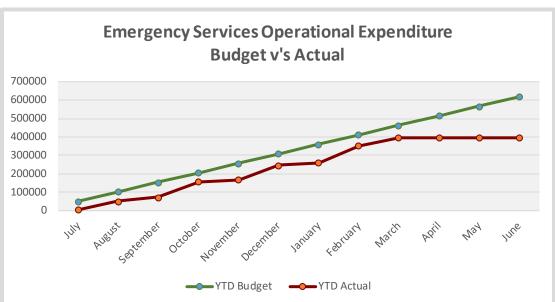
Under the 4 year Delivery Plan *Emergency Services* relates to: integrating land use policies to support emergency management; disaster management; review of emergency management plans; inter-agency communication and collaboration; and rural addressing. The Office of the Chief Executive directly oversees these outcomes.

a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP8.01) Review and ensure the integration of Council current studies and plans into strategic land use planning and operational planning documents and policies to support our emergency management function.	Annual Review of Emergency Plans.	B: MHRWD C: WHSRMO D: WHSRMO			+1	Grant funding approved to improve Council's Emergency Management Centre capability and due to be received in Council's accounts in April. Funding to support practical exercises/simulations being sought from NSW Justice. Emergency Management Committee has agreed to review and update current Planning documentation particularly in view of current emergency (bush fire) situations. Learning for the LEMC to be garnered/consolidated from various situations recently presented as soon as the recovery stage is near its end. Recovery strategies to be reviewed to identify inadequacies and incorporate, efforts for change, where necessary, in Emergency Management Plans
A – Chief Executive Roads, bridges and retaining walls: A –	Work with Asset Management, Planning, Finance and IT and GIS personnel on the assessment of applications and installation of marker posts for rural address identification.	B: MHRWD C: WHSRMO D: WHSRMO			+1	GIS effective upgrade of MapInfo, Synergysoft and GIS systems, completed, with new useful tools generated. Carrying out Finance/IT responsibilities associated with asset management. Improvements introduced will support rural addressing.
Chief Operating Officer	Assess whether IT platforms and applications foster transition from a Data Base to a GIS Spatial based management culture, to assist data to be automatically managed, updated and information used effectively, particularly with respect to the use of GIS for the installation of marker posts.	B: MAPP C: MAPP D: MW			+1	Finance Officer - GIS has IT Engineering background and has assessed current platforms and upgrading needed. Use and upgrade will facilitate marker post project. Manager Assets (Contractor) and Manager Assets and Program Planning (now appointed), will be able to support system improvements together with appropriate Finance staff
	Continue to advocate for the removal of RFS assets as a financial asset under Council financial responsibility.	B: CCO C: CCO			+1	Discussions with RFS are ongoing covering financial processes. Mutual agreement exists on their value in improving understanding. The RFS assets issues are being advocated through LGNSW and the State Audit Office (a Statewide issue). Recent closer involvement with RFS will now assist funding and assets processes.

a) Budget





Capital Income:

Review undertaken with the Manager Finance & Technology progressed with outcome pending. Reviewing sources and application

Capital Expenses:

Review undertaken with the Manager Finance & Technology progressed with outcome pending,

Operational Income:

Review undertaken with the Manager Finance & Technology progressed with outcome pending. Reviewing sources and application.

Operational Expense:

Ramping up to match forecasts.

b) Capital Projects

Mingoola Fire Service Facility to proceed and budgeted for 2019/2020.

c) Emerging Issues, Risks and Opportunities

As with all changes to responsibilities it will take time for personnel to become familiar with systems, tasks and accountabilities.

d) The Business of Improving the Business

Refer to Section 8. Workforce Development, subsection f – WHS and Risk Management.

e) Customers

The main issue with customer service is how well Council has previously, and is currently, engaging and providing internal service to combat agencies. Good support received from combat agencies for grant funding application.

f) Business Statistics

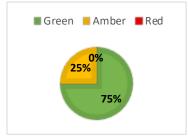
Nil to report this month.

g) Special events, achievements of note, celebrations

Discussions with RFS over Mingoola facility have facilitated resolution and action in accordance with previous Council Resolution.

RFS deeply involved with recent local bushfire emergencies, which impacted the Shire and the level of protection, although encountering property loss/damage meant that hthere was jno loss of life. Emergency Management Centre in Glen Innes received strong workout offering learning experience and strategies for future potential operations. Need for improved local facilities reinforced.

9. Finance and Technology



Under the 4 year Delivery Plan *Finance and Technology* relates to: information technology; financial sustainability and advise; investments; financial capacity; procurement compliance; regulatory and statutory compliance; business systems; property strategy, overall management and register, land mapping service (GIS). The Office of the Chief Corporate Officer directly oversees these outcomes.

a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	Comments: (Business Manager to provide short precis.)
DP9.01) Ensure that information technology meets Councils operational requirements.	Develop Information Technology Strategic Plan to guide Council's information technology related decision making.	B: MFT C: MFT		0	(The improvement of the IT system is a Councillo priority objective).
IT system / software and hardware: A – Chief Corporate Officer Network systems and corporate business applications integration: A – Chief Corporate Officer					The issue of filtering of web content on the library computers has been a point of discussion. Library staff (and the Library Council of NSW) believe that there should be not filtering of internet content as it is censorship and people should be able to choose what they look at on the internet From an IT perspective a lot of such sites are sources or viruses, malware etc. In discussions with the Library staff we are trying to come up with a happy medium where the filtering isn't so tight that patrons can't access legitimate sites, while still keeping Council systems safe and secure. While connectivity issues have been resolved throughout the course of this year for the depot and other council sites speed is an issue. New computers were installed at the depot recently and it can take an inordinate amount of time to log in and once logged in systems can be very slow. One of the comments in the report prepared by Roberts and Morrow Technology (RMT) when they reviewed Council's I' Systems last year was: "Confirmation of the bandwidth available on the Microwave network needs to be determined and reviewed." As a follow up to this, and because of the slow speed o computers particularly at the Depot, Northern Communications were brought in to review the speeds and bandwidth of the existing wireless infrastructure. A report on this was included for consideration of Council at the March Council meeting and we are progressing the implementation of the solution to these issues.

			Some of the key activities that have recently been undertaken in the Technology Space include: 1) The completion of the Main Street Community Wi-Fi project. This is now up and running between High Street and Manners Street and Bruxner Park; it is also available at the Visitor Information Centre. There
			are plans to further extend free public wifi up to the Swimming Pool in the near future. While speed is acceptable for basic browsing, this will improve when the NBN Connection comes on line in the next few weeks. 2) the deployment of a management agent and backups to the Treatment Plant computer; 3) New computers being made available for outdoor staff use at the Depot 4) All staff being given access to Council email and intranet
			Some other key achievements this financial year include: 1) an upgrade to Public Wi-Fi in the Library; 2) new software installed on the public computers in the Library to refresh them overnight; 3) continued roll out of software agents to enable RMT to remotely manager IT issues as they are arise and to enable the installation of new products and product updates as required; 4) additional security to the Office Wi-Fi system; 5) Additional backups to some of Council's systems; 6) Work completed in the server room, racking the new servers and UPS to maximize protection against mains power outages. Staff have been given an opportunity to express their
			Technology requirements for the future so as to include a section on each service are of Council into the Technology Strategic Plan.
Ensure managed service arrangements are effectively supporting business requirements.	B: MFT C: MFT D: MFT	+1	(Business system improvement is a Councillor priority objective.) RMT are effectively supporting Council's managed IT Services. I do not believe it is necessary to go out to Tender once the initial one year agreement is up with RMT for the provision of such services. RMT are a Local Government Procurement (LGP) approved contractor for the provision of IT Managed Services and as a result have already undertaken an approved provider process through LGP. It therefore would be a double up of time and resources for Council to go through the tender process (that is not

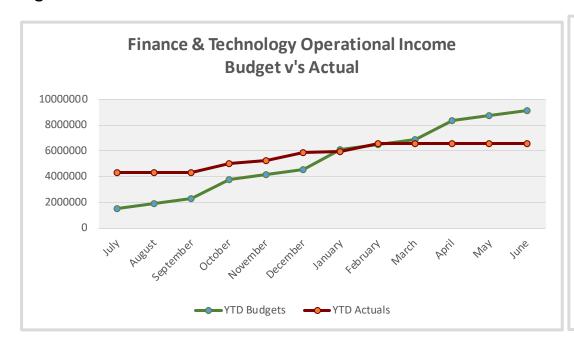
	Replace and upgrade technology to ensure that user requirements are serviced.	B: MFT C: MFT D: MFT		+1	required under the Local Government Act). The only reason why I would look for another contractor through LGP would be if Council or RMT believed the arrangement was not working out. At this stage I am very happy with the level of service being provided by RMT and to my knowledge they have no issues with Council. Council is and has updated technology across a number of areas eg planning, works and waste teams as a result of feedback from the Voice Project. Smart devices such as iPads and iPhones or equivalent are required to efficiently perform a range of tasks out in the field and management have listened to staff concerns about the age of existing equipment and their functionality and are addressing these issues. A bank of PC's has being deployed to the Depot for outdoor staff to have access to computers (unfortunately due to the slow connection and the time it takes to logon the uptake of use has not been high at present.
DP9.02) Make prioritised decisions in the long-term interest of the broad community and have regard to financial and infrastructure sustainability. Corporate financial planning: A - Chief Corporate Officer	Operate in a financially responsible and sustainable manner (IPR ratios).	B: MFT C: MFT	0		(The alignment of the long term financial plan against asset renewal requirements is a Councillor priority objective.) Work on Asset Management Plans has commenced and with that will come a review of the LTFP in line with identified budget requirements from these plans. Timber Bridges, Waste Management and the Water filtration plant are clear priorities to address but all of Council's Asset Management Plants need to be reviewed and updated to provide realistic and accurate information for Council's long term financial plan. The waste review is nearing completion. Now that an Asset manager has been appointed some further traction should be able to be gained.
	Review, revise and maintain Councils Long Term Financial Plan in line with statutory requirements.	C:MFT D:MFT		+1	The LTFP has been completed and adopted by Council on 23 May 2018.
	Provide financial reports to Management and staff to assist in budget control and decision making.	B: MFT C: MFT D: MFT		+1	(The introduction of monthly financial metrics to the staff is a Councillor priority objective). Council staff have commenced using Power Budget for managing their budgets and providing input into the Quarterly Budget Reviews. The majority of graphs in this Monthly Operational Report have been embedded from Power Budget which should make their preparation more efficient in future.
DP9.04) Ensure that financial sustainability and the community's capacity to pay inform adopted community service levels. Procurement and tendering compliance: A - Chief Corporate Officer Procurement and tendering framework: A - Chief Operating Officer Corporate financial planning: A - Chief	Procurement and tendering framework strategy and methodology development and delivery (Tendering/procurement development and delivery).	B: COO C: MAPP D: MAPP		+1	Tenders for professional services in plant & labour hire are closed, a panel of Preferred Suppliers has been prepared. Other major contracts are being dealt with as needed using appropriate Australian Standards and conditions of tender. Please note that one of the recommendations that came from the Audit Office in our Management Letter from the 2017/18 Audit is that Council Implement a Contract Management Policy:

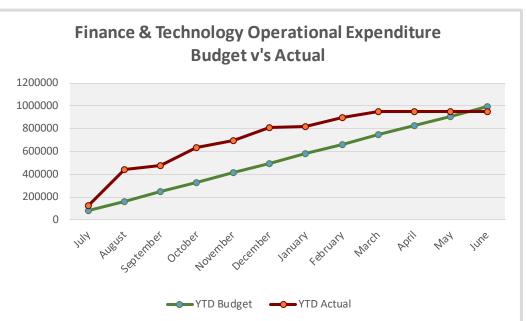
Corporate Officer Rates and revenue: A - Chief Corporate Officer Figure adequate and offerthis internal controls	aro in Proce		"Council does not have a Contract Management Policy. A comprehensive Contract Management Policy provides guidance in addressing contract issues which can arise throughout the contract lifecycle including managing disputes, variations, overruns, deadlines and performance. Implications include an increased risk of contracts not meeting expectations about quality, timeliness and budget. Recommendations: Management should create and implement a comprehensive contract management policy that provides guidance on contract management and covers at minimum: • contract inception • contract performance monitoring • variation processes • reporting to Management on contract performance • succession planning evaluation and debrief at conclusion of contract." Council has asked the Auditors to provide some examples of best practice policies in this area.
Ensure adequate and effective internal controls place for all financial management and pur functions (Compliance).		+1	Internal controls are in place, but these need to be updated in light of the move to a new Risk Management software tool (Magiq). At the moment only a few high level controls have been added into this product but there are a comprehensive set of financial risks and financial controls for Councils that were prepared by Deloitte some years ago and these have been mandated legislatively in South Australia for a number of years now. It is my view that all of these should be captured in Council's new Risk Management system at some stage in the near future. Council is implementing EFT Sure as an additional security measure to protect against fraud.
Maintain a strategic rating structure that is education across the region.	quitable B: MFT C: MFT D: RevC	+1	A review of the rating structure should occur every three to five years to ensure equity in the category of ratepayers paying rates. Council has reviewed the rating structure in recent years, moving away from a minimum rate to a base rate. It has been suggested that a review of the number of categories of rates take place with a view to consolidating them. My preference is to introduce changes (if any are agreed to) in the 2020/21 financial year. Some discussion on this matter took place at a recent Council budget workshop.

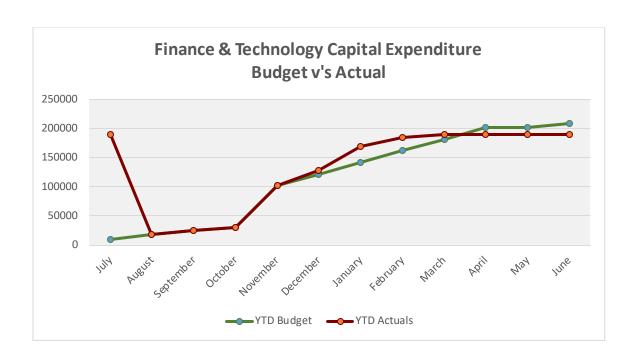
	Manage investments in the long term interest of the community and within regulatory requirements - Plan, develop and manage Council's investment portfolio.			+1	Investments of Council are managed in line with Council's Investment Policy except where otherwise stated.
DP9.05) Ensure compliance with regulatory and statutory requirements and that operations are supported by effective	Complete quarterly budget review statements in-line with statutory requirements.	B: MFT C: MFT D: A		+1	All reviews have been completed in line with requirements.
corporate management. Corporate financial planning: A Chief	Process accounts payable in-line with Councils protocols and suppliers terms of trade.			+1	Ongoing.
Corporate Officer	Complete and lodge Annual Financial Statements in accordance with Statutory Requirements.	B: MFT D: A		+1	Completed for 2017/18. Tenterfield Shire Council lodged their Audited Financial Statements by 31 October. There is a separate Council report this month on Council's financial Statements and representatives from the State Audit Office will be present to discuss the audit results.
	Complete all taxation returns and grant acquittals (as a financial service) as required by external bodies.	B: MFT C: MFT D: A		+1	Ongoing.
	Organise and manage the external audit of Council and address any Management Letter issues.	B: MFT C: MFT D: A		+1	The external audit (not eternal, although Auditors are in doing the interim audit at the moment!) was organised and managed well for the 2017/18 Audit. Council has again appointed Igor Ivannikov to assist with the audit, valuations and related accounting matters for the 2018/19 Audit.
DP9.06) Deliver continuous improvements in Council's business, processes and systems **Corporate financial planning: A Chief Corporate Officer** **Corporate Officer** **The Corporate of Corporate Officer** **The Corporate Of	Deliver Auditor's Management Plan actions.	B: MFT C: MFT		+1	Council has received the final Audit Management Letter for the 2017/18 Audit. The issues raised include: 1) the lack of a Comprehensive Contract Management Policy (Council is seeking examples of best practice from the Auditors); 2) an improved Project Costing Methodology particularly for overhead costs (overheads are being reviewed as a part of the budget process for 2019/20); 3) The Council's assessment of fair value of Road assets incorrectly included carrying values of roads that had been replaced. Whilst Management's policy is to exclude such assets on replacement, the adjustment entries had not been recorded on asset renewals. (This is being addressed for Year end 18/19); 4) Council's detailed analysis of its Bonds, Retentions and Deposits at 30 June 2018 indicated a difference between the funds held and the balance reported in the general ledger. (This has now been corrected). In addition to the above, Council is in the process of finalizing some issues from the 2017/18 interim audit, namely: 1) Legislative compliance framework; 2) Related Parties questionnaire; 3) Sundry Debtor Reconciliation Reviews; 4) Updating supplementary land valuations.
	Implement recommendations of Audit and Risk Committee from TSC Internal Audit Program.	B: MFT C: MFT		+1	Some of the key areas of Council's internal audit focus this financial year include IT Security, Fraud Control and Recruitment & Selection processes.
	Land and Mapping Service - Corporate Land information, mapping, data and program application services.	B: MFT C: MFT D: A	0		A significant amount of work is being undertaken in this area with MapInfo being updated to link to Council's rating software and also a move to Mapinfo Version 17 (the latest

Oversee strategy related to all properties, including	D.MET		version of the software). Some achievements this financial year have included the Automatic updating of Mapping Data from Land Parcel Information (LPI) each night; development work on Map Info internal reporting; and developing synergies across Council's existing systems. A training session was given to users of the system in late January and improvements continue to be made in this area.
Oversee strategy related to all properties, including investments, divestments and the total 'estate' (not operational leases, licenses, deeds, etc.).	B: MFT C: MFT	0	A list of all Council owned property is being developed and mapped for review.
Manage Land and Property Register.	B: MFT C: MFT D: A	0	Financial use of Land and Property Register compliant. More evaluation needs to be undertaken to develop management guidelines for each asset class.

Budget







Operational Income:

Actual Income is tracking on target YTD March 2019.

Operational Expense:

Operational expenditure was slightly over budget due to additional projects undertaken and transitional staff arrangements for Audit preparation.

Capital Income:

Not Applicable.

Capital Expenses:

The budget incorporates carry forward amounts from 2017/18 as per the Quarterly Budget Reviews.

Capital Projects

1810500. Office Furniture & Equipment	0	2,016	5,384	0.00%	Not yet commenced
2220503. Mobile Application	1,700	9,000	12,000	14.17%	Not yet commenced
2220505. Corporate Planning & Performance	0	23,336	35,000	0.00%	Not yet commenced
	2,900	33,128	52,384	5.54%	-
	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Economic Growth and Tourism	50.000	•	50000	0.000/	
5400220. Drought Relief Event - Tenterfield	50,000	0	50000	0.00%	
			47400	0.00%	
5400240. Drought Relief - Family Fun Day	17,128	0	17128	0.00%	

Emerging Issues and Risks

Loans of \$2,830,000 were included in the forecast borrowings for the 2018/19 Financial Year: \$2,000,000 for the Dam Wall and \$830,000 for Saleyards Truck wash. Given the time it may take to resolve the TCorp borrowing issue, it is expected that Council will need to undertake these borrowings and the additional \$1.051M borrowing for the Dam Wall in May 2019 (\$1.03 of this was approved by Council at the November Ordinary Council Meeting. Approval for the additional \$.021M will be requested in May.

Another historical matter to manage is 28 outstanding RMS grant acquittals from a number of financial years that need to be completed. While some of these have now been completed and submitted there are still a significant number outstanding.

Recouping expenses from the recent bush fire event is also an action that the Finance section needs to undertake.

Work on strategy and business improvement opportunities continues.

Council is reviewing the existing telephony systems and are looking for synergy's re integration with our IT system (Synergysoft) to improve both internal and external customer service. Along with this we are looking at encouraging staff to use their own mobile phone and laptop rather than a council one.

The Business of Improving the Business

Monthly Operational Plan graphs were produced by Power budget this month. These will then continue to be improved upon over the coming months.

The backlog of supplementary valuations has now been caught up! They will now be updated monthly as they should be.

Debtors Update: The total amount outstanding at the time of commencing the debtor's review was \$206,935.36 with \$55,752.03 outstanding greater than 90 days (26.94%). As at 31 FMarch 2019, the total amount outstanding is now \$178,467 with the amount outstanding for greater than 90 days being \$40,074.19 (22.45% of outstanding debtors).

SWOT ANALYSIS

Finance & Technology – (MFT)



Strengths

- Integrated Finance System;
- Proven ability to secure grant funding;
- Established processes.



Weaknesses

- Some staff development needs;
- Some processes are developed to address gaps and do not represent good practice;
- Lack of high level Information and Communication Technology (ICT) Strategy in place;
- Restrictions in the flexibility and cost of adjustments to the Financial System;
- Fund based business operations have insufficient funds for expected long term needs.



Opportunities

- Development of Management Accounting to assist understanding of our financial practice by staff and Elected Members;
- Increase understanding/take up of available grants by all business areas;
- Refine the Long Term Financial Plan (LTFP) and Asset Management System (AMS) and integration;
- Refinement of the Staff Structure in finance to ensure management and statutory accounting needs are improved;
- Greater interface between Finance team and staff for corporate solutions.



Threats

- Continued movement, increased demand/management and risks in the ICT space;
- Grant funding becomes scarce, not aligned with Council needs and more costly to apply;
- Lack of planning and forward business planning for both Finance and ICT functions.

Customers

Finance services a range of customers both external and internal to Council and we aim to provide a high level of customer service. Finance staff have assisted other sections of Council with budget information and grant acquittals/returns. Rates staff are working on improving Councils web interface for the electronic distribution of rates notices.

b) Business Statistics

Not applicable.

c) Special events, achievements of note, celebrations

A two day workshop on the budget was recently held with Councillors, Senior Staff and Managers.

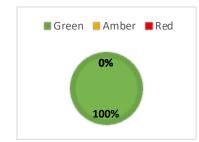
Tenterfield Shire Council made it into last month's "Debits and Credits" publication from LG Solutions for taking the lead on developing a position paper on the financial treatment of Crown Reserves. Congratulations to Council's Financial Advisor Igor Ivannikov for putting the paper together and thanks to the staff who provided Igor with some input into it.

Council's Financial Statements were Audited and lodged with the OLG on 28 October 2018 before the 31 October deadline. Council was the 41st Council out of the 101 Council's that lodged by the deadline.

RMT have successfully and smoothly transitioned across from SideffeKt as Council's Managed Service IT Provider.

Power Budget is now being used by staff for budget monitoring and reporting purposes and has resulted in closer than ever liaison between members of the Finance team and other areas of Council.

10. Corporate and Governance



Under the 4 year Delivery Plan *Corporate and Governance* relates to: statutory reporting, business processes and integration; procurement compliance; audit; community involvement; customer service; governance; information technology and information management; insurance, risk and business continuity; registers and records management, legal services and election support. The Office of the Chief Corporate Officer directly oversees these outcomes.

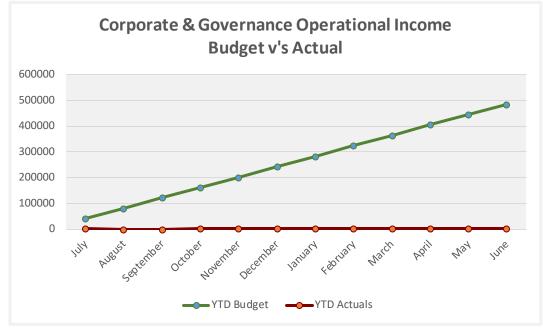
a) Delivery and Operational Plan precis

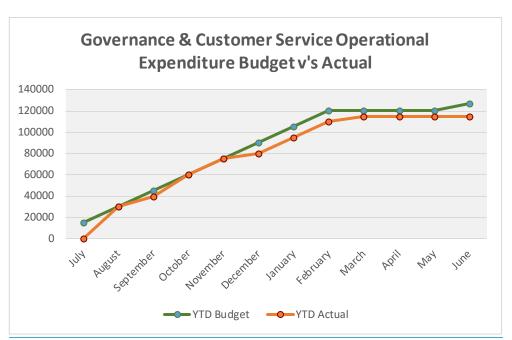
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1 0	+1	Comments: (Business Manager to provide short precis.)
DP10.01) Ensure that the performance of Council as an organisation complies with all statutory reporting guidelines and	Development of annual Operational Plan aligned to Council's four year Delivery Plan.	B: CCO C: MCSGR D: MCSGR		+1	Operational Plan for 2018/19 adopted by Council 23 May 2018.
information is available to decision makers.	Development of Council Annual Report on all services.	B: CCO C: MCSGR D: MCSGR		+1	Annual Report 2017/2018 adopted by Council 28 November 2018.
Corporate performance & reporting: A – Chief Corporate Officer Business process improvement & integration: A – Chief Corporate Officer	Statutory Reporting – Progress reports and advice provided to Council, the Executive Management Team, the Audit and Risk Committee and staff.	B: CCO C: MCSGR D: MCSGR		+1	Annual Code of Conduct statistics to 30 September 2018 reported to OLG on 5 October 2018. One Code of Conduct complaint was recorded for the reporting period (unfound following preliminary assessment and subsequent withdrawal). No Code of Conduct complaints received in February March 2019.
Procurement and tendering compliance: A – Chief Corporate Officer Internal audit: A – Chief Corporate	Delivery of Government Information (Public) Access information services within statutory requirements and associated reporting to the Information and Privacy Commission.	B: CCO C: MCSGR D: MCSGR		+1	GIPA reporting for 2017/18 submitted to the IPC on 11 September 2018. 1-No GIPA applications received in February March 2019.
Officer Corporate	Management, development and delivery of the Internal Audit Program and services to the Audit and Risk Committee. Implementation of the Audit and Risk Committee recommendations.	B: CCO C: MCSGR D: MCSGR		+1	Internal Audit – Recruitment & Selection Processes. Audit work plan commenced on 5 December 2018. Auditor on site with Council officers in January 2019. Management Actions Workshop held in February 2019. Audit and Risk Committee met on 6 March 2019. Draft report presented to Committee. Deadline for completion of audit extended to end March/early April 2019. (? needs revision)
	Development of a legislative compliance framework, within Council's governance framework.	B: CCO C: MCSGR D: MCSGR		+1	Development of delegations and related legislative framework commenced in Hunter Legal Delegations Database.
	Monthly reporting to Council on fraud, misconduct, compliance breaches and legal actions via the Monthly Operational Report.	B: CCO C: MCSGR D: MCSGR		+1	No fraud, misconduct or compliance breaches for February March 2019. No new legal actions. One ongoing legal action (previously reported to Council).
DP10.02) Promote and support community involvement in Council decision making process. Community engagement: A – Chief Executive	Review of Community Engagement Strategy and ongoing delivery.	B: MEDCE C: MEDCE D: CDO		+1	Review of the Community Engagement Strategy has been completed with recommendations under consideration. Council Workshop to be <u>scheduled.re-scheduled for Feb/March 2019</u> . Review of current strategy has been undertaken and this may be used as a starting point for the workshop. (? needs revision)

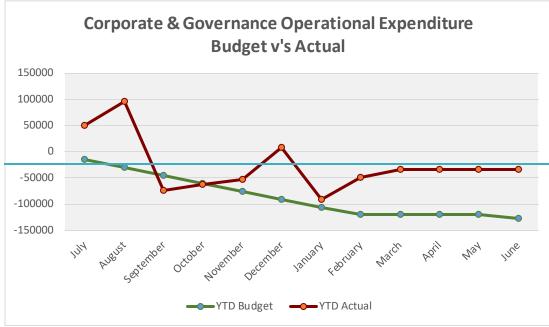
Customer service: A – Chief Corporate				
Officer Governance framework (including registers and monitoring): A – Chief Corporate Officer	Implement bi-annual Customer Service survey.	B: MCSGR C: MCSGR D: MCSGR	+1	Customer Satisfaction Survey delivered 28 June 2018. Results being used as basis for review and update to Customer Service Charter.
IT system / software and hardware: A – Chief Corporate Officer Business process improvement &	Compliments and Complaints Register maintained, monitored and reported.	B: MCSGR C: MCSGR D: RC	+1	56 compliments, 39 complaints in February March 2019.
integration : A – Chief Corporate Officer	Customer Service Policy and Strategy Framework reviewed and applied to ongoing delivery of Monthly Operational Plans, including development of supporting metrics.	B: MCSGR C: MCSGR D: MCSGR	+1	255-22311 Customer Service General Enquiries received in February March 2019. No progress in February 2019 due to resources being committed to Wallangarra and Tabulam bushfires.
DP10.03) Deliver Customer Service and Business Services in the support of corporate outcomes.	Customer Service Charter reviewed and applied to customer services.	B: MCSGR C: MCSGR D: MCSGR	+1	(Developing a strong 'can do' customer focus is a Council priority objective.)
Customer service: A – Chief Corporate Officer				Charter reviewed by customer service and administration staff, managers and Chief Officers in October 2018. Delays in progressing have occurred due to priorities with Audit & Risk (setting up Recruitment and Selection Processes Audit), Water & Waste and Planning & Regulation (setting up and running RFQ-07-18/19 process). No further progress due to resources committed to Wallangarra and Tabulam bushfires.
	Training and development of customer service staff to deliver Council Customer Service Charter, Policy and Strategy requirements and improvements.	B: MCSGR C: MCSGR D: MCSGR	+1	Cash handling training course was going to be conducted in October April 20189 for customer service staff, waste operators at Transfer Stations, staff and volunteers at the School of Arts and Visitor Information Centre. TAFE Tenterfield has not updated HR & WFD on training dates.
	Delivery of policy, procedure and protocol advice and guidance to Council, the Executive Management Team and staff.	C: MCSGR D: MCSGR	+1	(Staff accessibility related to customer service is a Council priority objective.) Provided advice on confidential HR matters in March 2019
DP10.04) Deliver continuous improvements in Council's business, processes and systems	Governance policies, procedures and protocols reviewed and prepared for approval.	C: MCSGR D: MCSGR	+1	Conference/Seminar/Training Expenses Policy adopted 28 November 2018.
Business process improvement & integration: A – Chief Corporate Officer	Delivery of operational risk management processes and strategies in conjunction with Statewide Mutual Risk Management Action Plan.	B: MHRWD C: WHSRMO D: WHSRMO	+1	Risk Management software introduction session for Managers held on 14 December 2018.
Governance framework (including registers and monitoring): A – Chief	Delivery of customer services to ratepayers, residents and visitors through streamlined processes.	B: MCSGR D: MCSGR	+1	Review of cashless payment systems commenced. Petty cash to be removed from February 2019 but resources allocated to Wallangarra and Tabulam bushfires.
Corporate Officer Insurance, risk & business continuity: A – Chief Executive	Implement and deliver Council mobile application for smartphones, tablet computers and other mobile devices to enhance customer experience.	B: MFT C: MFT D: MFT	+1	Entegy Pty Ltd engaged to develop mobile application. App development commenced to take place during December 2018 and January 2019, but was delayed due to personnel resources focusing on the February 2019 fire emergency and subsequent disaster recovery from March 2019. Implementation and launch is now planned for May/June 2019. Implementation and launch planned for March(?) 2019, has now been delayed due to resources committed to Wallangarra and Tabulam bushfires.
	Implement and optimise Council Intranet and introduce an Internal Communication Framework.	B: MCSGR C: MCSGR	+1	Bring Your Own Device (BYOD) Policy implemented. Communications Taskforce commenced.

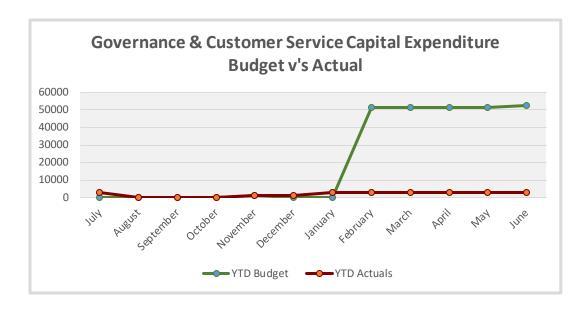
		D: MCSGR		
	Develop and optimise systems to improve accessibility of Council Resolutions, Plans, Policies and Procedures.		+1	Infocouncil templates amended for 2018/19 reporting.
DP10.04.01) Deliver and facilitate leadership in strategic planning and implementation.	Records Management – Manage information received, storage and distribution as per statutory and organisational requirements.			Records relocated from storeroom to Riley St depot and Manners St storage. Records (rates books) Archives being prepared for transfer to State Archives. SynergySoft Disposal Module purchased from IT Vision in March 2019. Module to be integrated in April/May 2019. addon to be implemented by IT Vision. (when?)
	Legal Services – Manage external legal services.	B: MHRWD C: WHSRMO D: WHSRMO	+1	One existing legal action (previously reported).

b) Budget









Capital Income:

No identified capital income.

Capital Expenses:

- Risk Management software populated with risk information from sections. Training to commence by April 2019.
- IP&R Reconstructions funds of \$35,000 in 2018/19 budget, to source appropriate reporting software. Project Manager commenceding on 18 February 2019, for acquisition of software and implementation.
- Mobile Device Software funds of \$12,000 in 2018/19 budget, to enhance customer use of Council's website. Development work commenced 30 November 2018. Implementation and launch now planned for May/Juneplanned for March (?) 2019. SecondFirst version of app reviewed by working group. Apple and Google store licences have been set up being set up. Part payments for app have been made for stages completed.

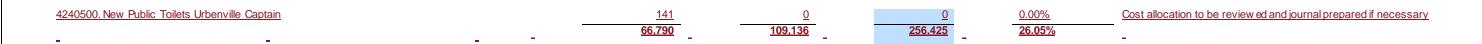
Operational Income:

No identified operational income.

Operational Expense:

- Internal Audit budget of \$50,000 in 2018/19 budget, to undertake internal audit reviews. <u>Expenditure as at March 2019 stands at \$10,600</u>. <u>Quotation of \$16,000 accepted from Centium</u>
 Pty Ltd. <u>has completed the</u> <u>for Recruitment and Selection Processes Audit on 25 March 2019</u>. <u>This audit commenced in December 2018 and auditor met with relevant Council staff in January 2019. Management workshop held on 5 February 2019, and report for management actions issued 7 February 2019. Final report with management actions provided to Audit and Risk Committee on 6 March 2019.</u>
- Internal recharges are yet to be processed hence the higher operational expenditure to budget at present.
- Current Forecast will be adjusted when non-operational Graphs are included, variance exists due to operational re-charges.

Capital Projects



		18/19 YTD Actuals March	18/19 YTD Budgets March	<u>18/19</u> <u>Full</u> <u>Year</u> <u>Review 2</u>	18/19 Percentage Spent	- Comments -
Community Development 5405500. Computer Equipment		4,101 4,101	<u> </u>	4,101 4,101	100.00% 100.00%	-
		-			-	-
		<u>18/19</u> - <u>YTD</u> - Actuals -	<u>18/19</u> - <u>YTD</u> - Budgets -	<u>18/19</u> - <u>Full</u> - Year -	18/19 Percentage Spent	
Corporate and Governance 1000500. IP & R Reconstruction INTANGIBLE		March -	March -	Review 2	- - - 0.00%	
1810500. Office Furniture & Equipment 2220503. Mobile Application 2220505. Corporate Planning & Performance		9 1,700 9	2,016 9,000 23,336	5,384 42,000 35,000	0.00% 14.17% 0.00%	Not yet commenced Not yet commenced Not yet commenced
= = = = = = = = = = = = = = = = = = =	<u> </u>	2,900 _	33,128	52,384	5.54%	=

		Revised		-YTD		YTD	
		Budget	-YTD	Revised	-YTD	Variance	
Program	Description	QBR1	Actual	Budget	Variance	%	Status/Comment
Corporate & Governance Corporate &	Office Furniture & Equipment	4,131.00	<u>1,995.00</u> -	1,995.00-	-	<u>49</u> 0%	Part payment for office chairs in 2018 and 2019 Progressart payments in
Governance Corporate &	Mobile Application	12,000.00	<u>4,317</u> 1,700 <u>5</u> 00	<u>4,317</u> 1,700. <u>5</u> 00	-	0 <u>36</u> %	Jan and Feb 2019.
Governance	Reconstruction Corporate	-	1,200.00	-	(1,200.00)	-100%	Project Manager engaged.
Corporate & Governance	Planning & Performance (OS)	35,000.00	_	_	_	0%	Project commenceding 18 Feb 2019.

- \$\frac{1,590.91}{1,995}\$ paid from Office Furniture & Equipment operational budget, for office desks and chairs in main Administration building is to be journaled to the capital account.
- \$3,5004,317.50 progress payments for committed for Mobile Application Software to Entegy Pty Ltd. A further progress payment of \$4,317.50 to be paid in early April 2019. Balance of budget will be used to supplement budget for websites, to deliver a comprehensive websites update and mobile app capability, across the whole organisation. Mobile app version 2 being finalised, with Apple and Google app store licences set up in being set up in February and March 2019.

d) Emerging Issues, Risks and Opportunities

c)

The Records Digitisation Project is continuing work with relocation of Rates Books to State Archives and scanning of old records to SynergySoft. was tasked with relocating the Archive area to alternate storage during February which was successfully completed by 28 February 2019 but has delayed the original goal of the project. A temporary stand-alone Records remote office

set up at 134 Manners Street for approximately 12 months would provide Recordsbenefit officersproject members by providing closer access to the storage area for digitisation and categorisationscanning of documents.

e) The Business of Improving the Business

Council has engaged Entegy Pty Ltd to develop and deliver Council's mobile application (app), to enhance the customer experience when accessing Council websites. Development has taken place over December 2018 and January 2019, with version two of the app being reviewed by the working group. Version two is currently being completed, and Council has now is setting up both Apple and Google app store licences in order to operate the app.

SWOT ANALYSIS

Governance - (MCSGR)



Strengths

- Statutory deadlines for reporting are being met.
- Records Management is delivering against the operational plan accountabilities.
- Customer Service statistics and trends are being reported.
- Centralised Customer Service complaints management and response.



Weaknesses

- Reliance on part time and casual positions in customer service and administration supporting customer service and civic office.
- Task shifting from other accountabilities risks key priorities and deadlines in Corporate & Governance not being met.
- Simple customer complaints not always being addressed in a timely manner; these become complex complaints with a commensurate level of resources required to resolve a matter that could have been solved at the first instant.
- Cash handling practises across the organisation are not consistent.
- Cash management within organisation needs to be modernised (refunds can take weeks, if not months, to be processed).



Opportunities

- Provide training on cash handling and management practises.
- Provide training on rates.
- Provide training on planning & regulation.
- Provide training to managers on handling difficult customers.



Threats

- Deadlines for customer response not met.
- Customers broadcasting negative experiences to the community.
- Loss of Corporate and public reputation through inconsistent messaging to customers and stakeholders.

f) Customers

External Customers

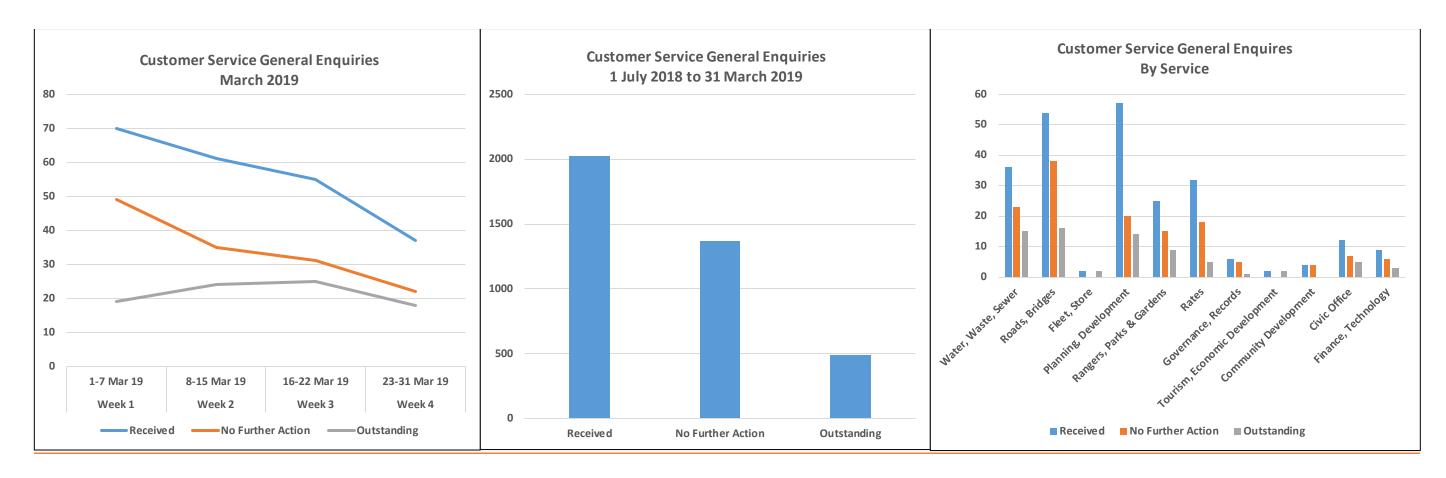
6-5 compliments, 9-3 complaints in February March 2019.

255-223+1 Customer Service General Enquiries received in February March 2019.

Internal Customers

No internal customer issues.

g) Business Statistics





Explanatory Notes

Data is sourced from Council's SynergySoft System (Synergy), from the Customer Service General Enquiries file (CS/7).

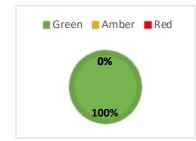
Total Customer Service General Enquiries for February March 2019 were 25522311.

Customer Service General Enquiries by Service statistics indicate that the main areas of enquiry for February March 2019 were Roads & Bridges (542776) and Planning & Development (544661).

h) Special events, achievements of note, celebrations

The project to remove Records from the Archive area at the rear of Council's Administration Building was completed a day ahead of schedule, on 27 February 2019. The area is now available for refitting for use by office personnel.

11. Environmental Management



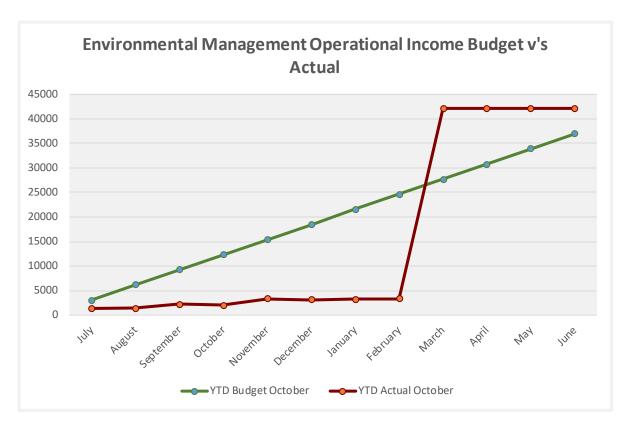
Under the 4 year Delivery Plan *Environmental Management* relates to: education; noxious plants; feral pests (advocacy); illegal dumping and pollution; and roads & footpath regulatory enforcement. The Office of the Chief Corporate Officer directly oversees these outcomes.

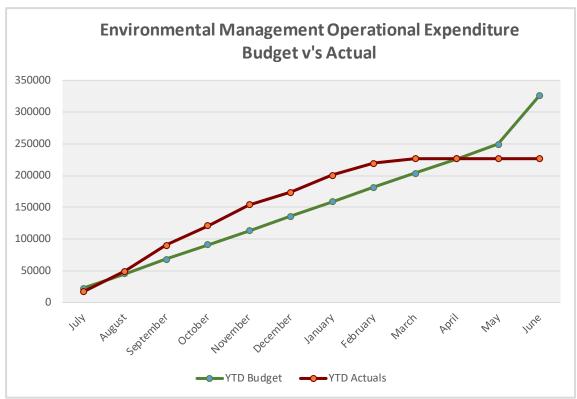
a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1 0	+1	Comments: (Business Manager to provide short precis.)
DP11.01) Provide community education program to encourage residents and visitors to reduce their impact on	Attend local Agricultural Shows and issue handouts. Update the Council website in relation to weed concerns.	B: OSRUS C: OSRUS D: WO		+1	Weeds officer attended both the Stanthorpe and Tenterfield shows during the month of February. Website updated monthly, A weed of the month goes out in the fortnightly newsletter.
vegetation including the management of pests and weeds. Noxious plants: A – Chief Corporate	Public awareness signs to be installed on high risk pathways and water ways.	B: OSRUS C: OSRUS D: WO		+1	With the discovery of Black Knapweed along Bellevue Rd and adjacent property, a public awareness campaign is currently underway with mail box drops, TV, radio and local newspapers. Corflute signs are being made up for high-risk areas.
Officer Feral pests: A – Chief Corporate Officer	Feral Pests – Provide advocacy to residents to support feral pest management.	B: OSRUS		+1	Cat traps are continually being hired from Council office. Rangers are being contacted to assist in the control of rabbits around the town streets and sporting fields, and cemetery.
Illegal dumping and littering: A – Chief Corporate Officer	Illegal Dumping – Illegal dumping and pollution management and regulation.	B: OSRUS C: OSRUS D: OSRUS		+1	Action taken immediately to investigate and remove all illegal dumping's and litter reports .One illegal dumping reported for March. No names found, rubbish removed. One (1) abandon vehicles reported for February.
Pollution regulation: A – Chief Corporate Officer Parking, traffic & DDA regulation: A – Chief Corporate Officer	Roads and Footpaths Enforcement – Parking, traffic and regulatory enforcement.	B: OSRUS D: OSRUS		+1	Regular patrols and Ranger presence, marking of tyres has decreased complaints in relation to parking. Footpath Dining/Trading and Sandwich board enforcement. Footpath issues with skate boards and scooters being addressed.
DP11.02) Ensure the timely detection of new weed incursions in the Tenterfield Shire Council region and do not	Property inspections of high risk areas and pathways.	B: OSRUS C: OSRUS D: WO		+1	Monthly inspection complete. Black Knapweed found along Bellevue Rd and adjacent property.
adversely affect the health and welfare of the community.	Regular high risk pathway and waterway inspections conducted.	B: OSRUS C: OSRUS D: WO		+1	Ongoing monthly inspections complete. No new incursions found on our High Risk pathways or Waterways.
Noxious plants : A – Chief Corporate Officer	Weed management funding secured annually.	B: OSRUS C: OSRUS		+1	Confirmed, invoice sent to New England Weeds Authority, payment received.
	Delivery of Tenterfield Shire Council Weeds action plan, as aligned with Northern Tablelands Regional Strategic Weed Management plan 2017-2022.	B: OSRUS C: OSRUS D: WO		+1	Ongoing, being implemented.
	Deliver Weeds Management program and record weeds required to be compliant with Biosecurity.	B: OSRUS C: OSRUS		+1	Ongoing. Monthly reports are generated by the weeds program and sent to the DPI

Conduct a review of existing weed operations to identify improvements in service levels through technology.	D: WO	+1	Ongoing.
Identify and source additional resources for weed control activities, recognising the increased risk from weed infestations.	D: WO	+1	Ongoing, a grant application was submitted for the Communities Combating Pests and Weed Impacts During Drought Program to assist with the control of Blackberries on road verges and Serrated Tussock in the Deepwater and Bolivia districts. This grant application has been announced with TSC receiving approximately \$779,000.00

b) Budget





Capital Income:

N/A

Capital Expenses:

N/A

Operational Income:

From the hire of cat traps; Private works; Infringements.

Operational Expense:

Running on budget when timeframes are adjusted.

c) Capital Projects

Rangers - Nil

Weeds – The eradication and inspections for Black Knapweed within the Tenterfield district.

d) Emerging Issues, Risks and Opportunities

Conformation of grant funding from the Communities Combating Pests and Weed Impacts during Drought Program for the control of Blackberries on road verges and for control of Serrated Tussock in the Deepwater and Bolivia districts to assist landholders and prevent the spread to the clean surrounding areas, approximately \$779,000.00 was approved.

The emerging issue facing TSC is the discovery of Black Knapweed along Bellevue Rd and adjacent property, control passes have been done along roadside and on private land to control. The DPI are providing assistance through funding for control and media releases for community awareness. This is a major concern for TSC as this is the only known infestation within NSW, other isolated infestations only occur in Victoria, Tasmania and South Australia.

The source of the infestation is unknown and being investigated.

Rangers have still been active in enforcing the parking within the CBD and surrounding sign posted street. There has been an increase in the public awareness of the times allocated for parking, with less infringements being issued. Less complaints are being received and more parking spaces are available.

Update of signage to enforce both scooter and skateboards being ridden on the footpath.

Weed of the Month

Black Knapweed

How does this weed affect you?

Black knapweed is a perennial herb that is a member of the thistle family, but unlike other thistles, has no spines on its leaves. Black knapweed is not readily eaten by livestock and competes with useful pastures, possibly with alleleopathic effects (whereby they produce chemicals to suppress the growth of other plants) that reduce the carrying capacity of the land. It does not yet occur in New South Wales.

i. Where is it found?

Black knapweed was found in the Tenterfield area in March 2019. Until then it was not known to occur in New South Wales, except for a single record from 1904, also in the Tenterfield area. The infestations in Victoria are around the cropping areas of Euroa in the north east of the state.

There are over 500 species of knapweeds, most originating in Eastern Europe. Many, such as the cornflowers, are commonly grown in gardens without displaying invasive traits. However, others are weeds both in Australia and overseas. One other knapweed is prohibited matter in New South Wales - spotted knapweed (*Centaurea stoebe* subspecies *maculosa*)—a short-lived perennial herb. Many Centaurea species are prohibited imports into Australia, including spotted and black knapweeds. Only one infestation of spotted knapweed has been known to occur in Australia.

ii. How does it spread?

Black knapweed has been promoted as an ornamental garden species in the United Kingdom and North America. In NSW it has been sold on several occasions as an ornamental species. Plants can also be spread by seed and by pieces of root during cultivation.

Plants can produce from 1000 to 18 000 seeds which may be transported by wind, water, animals, people and vehicles. They will grow in most soil types, especially in disturbed areas, and are strong competitors, exerting an alleleopathic effect on surrounding grasses and trees. Seeds germinate in autumn and overwinter as rosettes.

iii. What does it look like?

Black knapweed is a much-branched, slender, perennial herb that grows to 1 m in height. Leaves grow alternately.

Black knapweed has roughly hairy, ribbed stems. The leaves of the rosettes are oval-shaped and not divided, up to 25 cm long, stalked initially, becoming smaller and stalkless as they occur higher up the stems.

The seed heads are solitary at the ends of branches, about 15 mm in diameter with purple florets. The seed head is surrounded by several rows of dark brown to black bracts fringed with fine teeth. The stem immediately below the seed head is thickened.







For technical advice and assistance with identification please <u>contact</u> your **local council weeds officer**.

For further information call the **NSW DPI Biosecurity Helpline** on **1800 680 244** or send an email to <u>weeds@dpi.nsw.gov.au</u>

e) The Business of Improving the Business

With the presence of the Rangers, the public are obeying the signage and also dog related concerns around the parks and streets.

Further enforcing of the Local Orders Policy when required.

f) Abandon vehicles

Council Rangers have received a number of complaints regarding abandoned vehicles. In some cases where the owner can be ascertained, Letters/Notices are sent to the owner requiring them to move the vehicle. In cases where the owner cannot be determined Council arranges to have the vehicle removed.

SWOT ANALYSIS

Environment, Buildings and Amenities - (PBLC)



Strengths

- Established asset base (Buildings and Amenities);
- Procedures for hire and reasonable fees;
- Knowledge base, intellectual property;
- Planned maintenance and renewal assessed, good condition of assets;
- Village "community ownership" and volunteering;
- Availability and accessibility to the public meets demand, growth available.



Weaknesses

- Cost of out of hours maintenance to sustain availability;
- Some aging building assets with increasing maintenance costs;
- Limits on funding and reserves for service levels and new acquisitions;
- Shortage of showering facilities;
- Reliance on volunteers;
- Shortfall in maintenance personnel, need for Contractors.



Opportunities

- Improve space utilisation in existing buildings to expand operations;
- Increase revenue by marketing greater hire of facilities and halls throughout the Shire
- Leverage Grant funding opportunities;
- Conduct community surveys to gauge service;
- Investigate potential sale opportunities to generate funds Create a Restricted Asset Management Fund/Reserve;
- Lease Kiosks, use Work for the Dole volunteers.



Threats

- Availability of budget funds for asset maintenance, costs exceed Fees and Charges;
- Vandalism and parkland flood risk;
- Age of buildings and amenity assets;
- Village communities diminish and reduce volunteer maintenance base or need for facilities;
- Over reliance on some buildings for Council operations.

g) Customers

No customer complaints for February for weeds.

h) Business Statistics

Weed Control

- <u>Annual Ragweed</u> Killarney Rd Legume.
- Blackberry Washpool Creek Rd, Bellevue Rd,
- Black Knapweed Bellevue Rd and private property.

Council Lands Sprayed

• Tenterfield Shire Depot

Inspections

- All high risk pathways and waterwaysProprieties for Black Knapweed







Photos of the Weeds stand at the Tenterfield Show





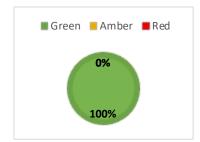


Photos of Mimosa Bush that was treated along the roadside along Bruxner Way Mingoola

i) Special events, achievements of note, celebrations

Grant Funding received to the amount of \$779,000.00 to assist in the control of Blackberry and Serrated Tussock.

2. Livestock Saleyards

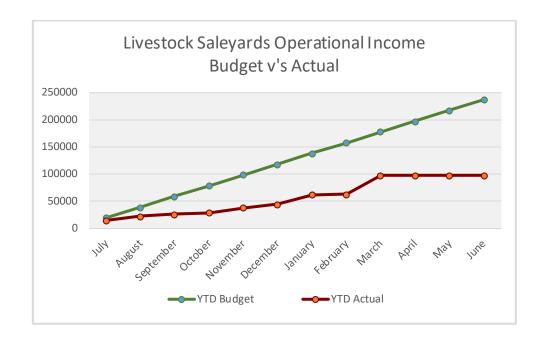


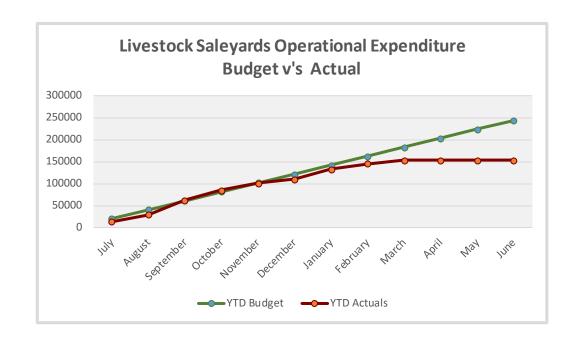
Under the 4 year Delivery Plan *Livestock and Saleyards* relates to planning, development, maintenance, operations and administration of the Saleyards. The Office of the Chief Corporate Officer directly oversees these outcomes.

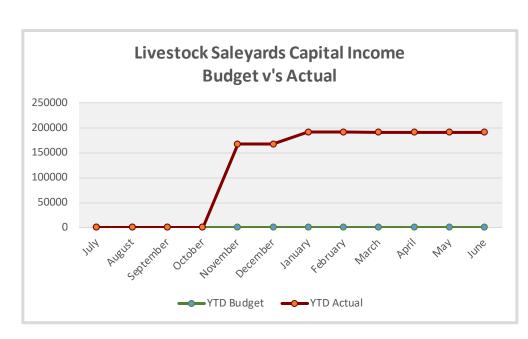
a) Delivery and Operational Plan precis

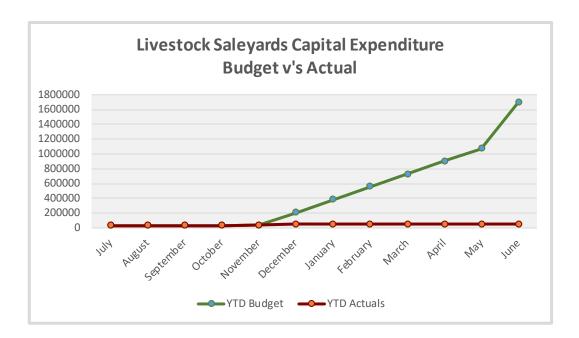
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	Comments: (Business Manager to provide short precis.)
DP12.01) Ensure safe, effective and efficient operation of the Saleyards.	Continue to maintain the saleyards to a high standard.	B: OSRUS C: OSRUS D: OSRUS			Regular maintenance completed within budgetary constraints. Plans and quotes received for the construction of new office and toilet facilities, with costings over the budget for the job.
Saleyards: A - Chief Corporate Officer	Conduct Saleyard Committee meetings.	B: OSRUS			Saleyard Committee meetings are conducted every (3) months. Attendance include; Councilors, Local Agents, LLS representative, New South Wales Farmers representative Local stock carriers and council staff. Ongoing.
	Continually removing rock from pens and regravelling to reduce stress on cattle. Ensure all cattle have access to water and all signage throughout the saleyards is adhered to. Review the Emergency Animal Disease Response Plan to include Biosecurity Act and training.	B: OSRUS D: OSRUS			All selling pens and drafting pens regravelled. There are 12 holding pens remaining to be cleaned and graveled. This is an ongoing maintenance project. Council staff enforce the signage whilst cattle sales are being conducted for public safety. All cattle have access to water whilst at the saleyards. Working on Bio-security, Disease Management, Asset Management, Strategic and Management Plans for the Saleyards. Ensuring minimal water usage due to restrictions.
DP12.02) Provide a financially sustainable saleyard operation, attractive to local producers.	Continue the timber rail replacement program and upgrade to ramp 4, with hard standing surface to reduce wash.	B: OSRUS C: OSRUS			Have completed all 120 selling pens and 10 drafting yards. Looking at quotes to cement the area in front of ramp 4 to reduce wash, within budget.
Saleyards: A - Chief Corporate Officer	Commencement of truck wash facility.	B: OSRUS			Ongoing. Truck wash signage installed. New project manager engaged. DA has been exhibited for feedback. Truckwash and double height ramp going onto tender link. Construction subject to water availability.

b) Budget









Capital Income:

Income for Truck Wash project approved but not received. Phasing is over the year when a payment is expected under one or two milestones and will be updated in due course.

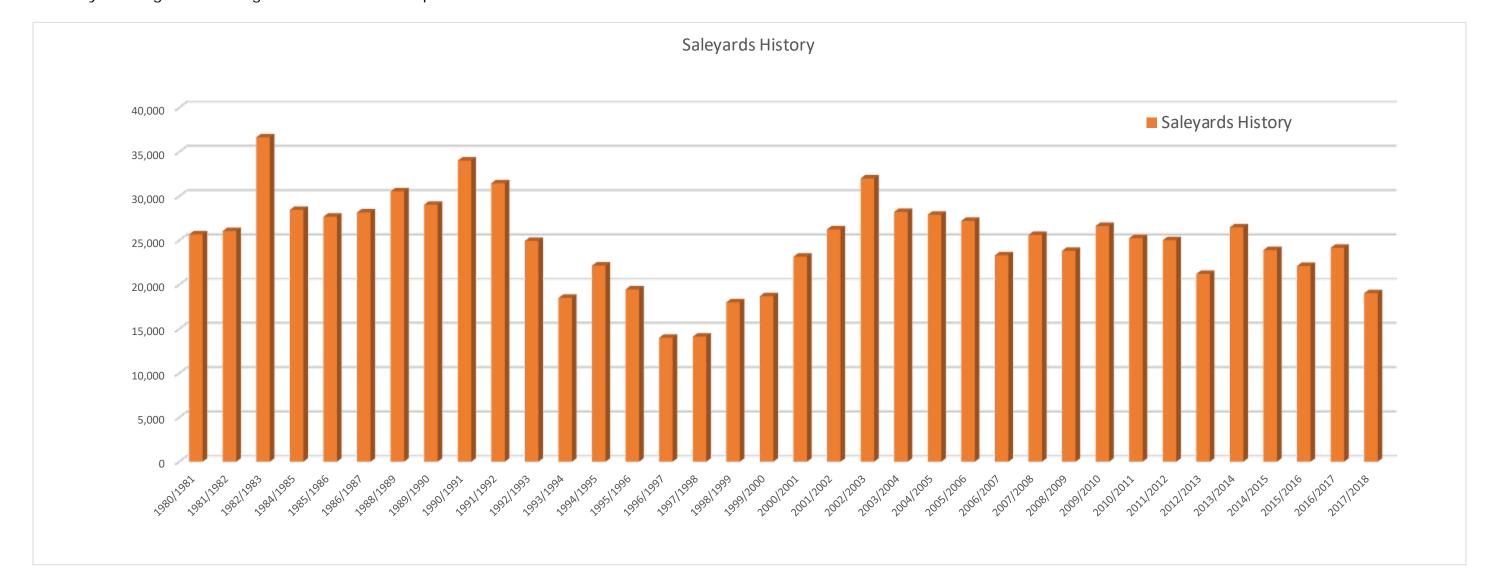
Capital Expenses:

General Saleyard maintenance has been reduced due to near completion of replacement of timber rails and upgrade of water trough floats. Less usage means less breakages, water trough usage and pen cleaning

Operational Income:

Numbers increasing due to drought conditions. Cattle sales now weekly; Private weighing;

Private yard usage and holding fees contributes to operational income.



Operational Expense:

On budget;

Major works being the timber rail replacement; Removing rock and graveling holding pens; Cleaning of selling pens.

c) Capital Projects

- Timber rail replacement programme will see a lot more steel rails installed this financial year.
- All selling pens completed.
- All drafting pens completed
- Repricing of Loading Ramp and Double Height save system.

Truck wash program due to commence by possibly May 2019

Plans and quotes have been received for the new office/toilet block at the saleyards, coming over the budgeted amount, ongoing.

Installation of NBN cabling from scale office to new office near canteen, ongoing.

	Actuals March	Budgets March	Year Review 2	Spent	
Library Services 5000500. Library Resources	11,329	23,058	49,934	22.69%	
5000501. Local Priority Grant 2017/18	0	0	5,756	0.00%	
5000502. Local Priority Grant 2016/17	0	0	1,200	0.00%	
5000509. Library Repaint Interior	0	0	34,400	0.00%	Not yet commenced
5000510. Local Priority Grant 2015/16	1,726	0	589	293.04%	
5000511. Local Priority Grant 2018/19	268	5,056	7,580	3.54%	
	12,754	25,552	99,459	12.82%	

Emerging Issues, Risks and Opportunities

Risk - More cattle being sold on Auction plus or being sent direct to feedlots or meatworks, reducing the throughput of cattle at the saleyards.

Opportunity - Installation of the truck wash this will increase income and possible throughput however will add to the expenditure;

Further increase in cost for non-sale cattle usage at the yards;

Increase in the throughput of cattle due to drought conditions.

d) The Business of Improving the Business

Further improvements to the removal of rocks and the gravelling of both selling and holding pens will increase throughput and less stressful on cattle;

Presenting the Saleyards to the public in a positive manner, presenting a well maintained facility.

Confidence in the management of the Livestock Selling Centre.

Draft Bio-security and Emergency Disease response Plan tabled at saleyard meeting, awaiting comment and further changes.









Ray White Feature Sale 2019

New South Wales

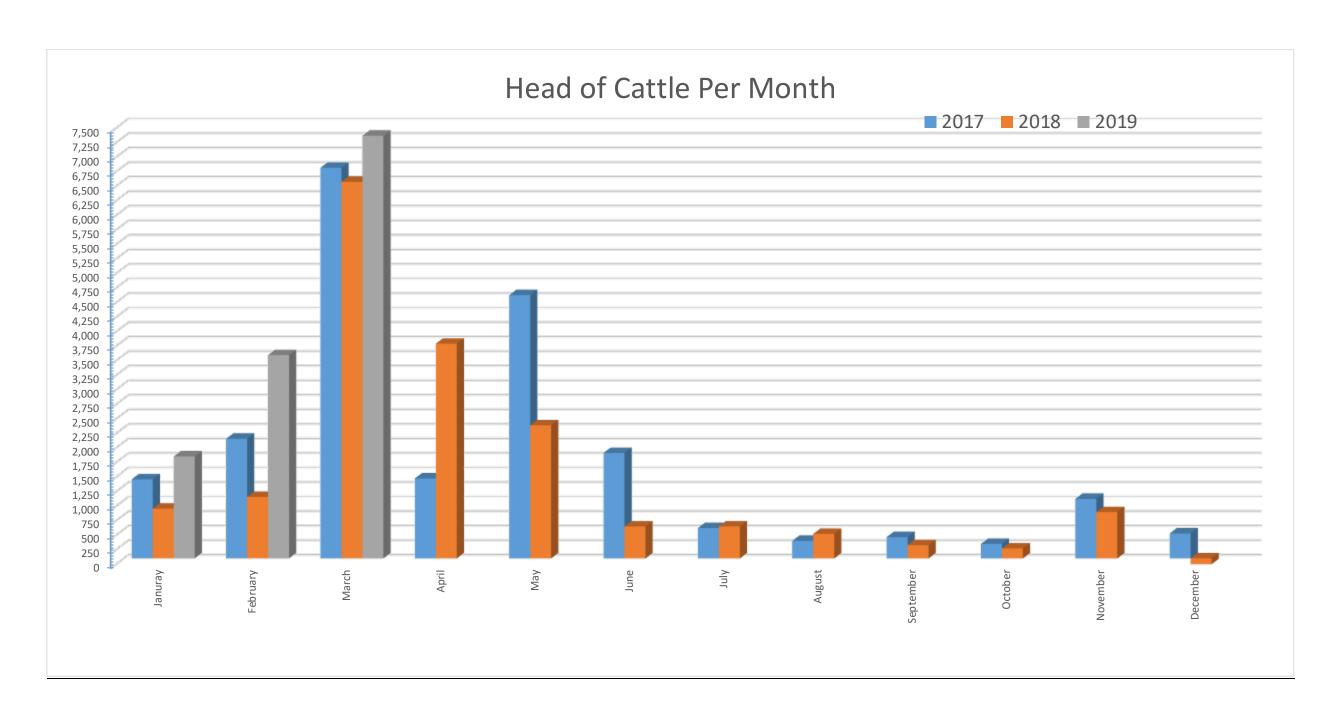
Cattle

Town	Saleyard	2016-17	2017-18	% of State	% Change
Dubbo	Dubbo Regional Livestock Market**	199,431	241,282	13.8%	21.0%
Wagga Wagga	Wagga Wagga Livestock Marketing Centre**	168,725	178,357	10.2%	5.7%
Carcoar	Central Tablelands Livestock Exchange**	129,006	172,925	9.9%	34.0%
Tamworth	Tamworth Regional Livestock Exchange**	114,895	137,745	7.9%	19.9%
Gunnedah	Gunnedah Regional Saleyard**	91,448	133,367	7.6%	45.8%
Casino	Northern Rivers Livestock Exchange**	119,572	92,010	5.3%	-23.1%
Inverell	Inverell Regional Livestock Exchange**	60,078	85,091	4.9%	41.6%
Yass	South Eastern Livestock Exchange**	66,062	77,709	4.4%	17.6%
Scone (Merriwa)	Scone & Upper Regional Saleyards**	59,119	73,085	4.2%	23.6%
Forbes	Central West Livestock Exchange**	59,911	70,063	4.0%	16.9%
Moss Vale	Southern Regional Livestock Exchange**	51,359	52,501	3.0%	2.2%
Armidale	New England Livestock Selling Facility**	40,120	48,951	2.8%	22.0%
Singleton	Singleton Regional Livestock Markets**	43,966	44,347	2.5%	0.9%
Maitland	Maitland Saleyards	41,022	40,754	2.3%	-0.7%
Mudgee	Mudgee Regional Saleyards	25,343	35,044	2.0%	38.3%
Grafton	Grafton Regional Livestock Selling Centre	44,579	33,180	1.9%	-25.6%
Kempsey	Kempsey Regional Saleyards	37,757	32,546	1.9%	-13.8%
Bega Valley	Bega Valley Saleyard / Pambula	28,182	22,363	1.3%	-20.6%
Lismore	Lismore Saleyards	20,521	20,063	1.1%	-2.2%
Dunedoo	Dunedoo Saleyards	19,209	19,993	1.1%	4.1%
Tenterfield	Tenterfield Livestock Selling Centre	24,151	19,027	1.1%	-21.2%
Glen Innes	Glen Innes Severn Regional Saleyards	23,278	18,612	1.1%	-20.0%
Cooma	Cooma Livestock Selling Centre	21,268	17,623	NA	NA
Narrabri	Narrabri Livestock Selling Centre	15,723	16,458	0.9%	4.7%
Finley	Finley Livestock Exchange**	11,851	13,367	0.8%	12.8%
Taree	Taree Town Head Selling Complex	•	11,000	0.6%	NA
Gloucester	Gloucester Saleyards	16,593	9,582	0.5%	-42.3%
Macksville	Macksville Saleyards	10,344	8,829	0.5%	-14.6%
Wauchope	Wauchope Saleyards	8,848	6,652	0.4%	-24.8%
Dorrigo (Bellingen)	Dorrigo Saleyards	9,563	5,401	0.3%	-43.5%
Deniliquin	Deniliquin Saleyards	5,189	5,369	0.3%	3.5%
Nabiac	Nabiac Saleyards	•	5,000	0.3%	NA
Cowra	Cowra Saleyards	6,963	4,161	0.2%	-40.2%
Gundagai	Gundagai Livestock Exchange	2,334	2,611	0.1%	11.9%
Dungog	Dungog Saleyards	1,547	2,463	0.1%	59.2%
Hay	Hay Saleyards	•	1,800	0.1%	NA
Denman	Denman Saleyards		1,440	0.1%	NA
Moruya	Moruya Saleyards	666	452	0.0%	-32.1%
Walgett	Walgett Saleyards	122	114	0.0%	-6.6%
Cootamundra	Cootamundra Saleyards	82	0	0.0%	-100.0%
Adelong	Adelong Saleyard	1,086		NA	NA
Braidwood	Braidwood Saleyards	15,762		NA	NA
Coonamble	Coonamble Regional Livestock Market	10,457	0	NA	NA
Goulburn	Goulburn Regional Livestock Exchange	8,118		NA	NA
Tumut	Tumut Saleyards	3,346		NA	NA
Walcha	Walcha Saleyards	1,681	•	NA	NA
Total		1,619,277	1,752,457		8.2%

^{*}Survey data not supplied

The National Livestock Reporting Service conducts an annual, voluntary survey of saleyard throughput figures by state. Care is taken to ensure the accuracy of the information contained in this publication. However MLA cannot accept responsibility for the accuracy or completeness of the information or opinions contained in the publication. You should make your own enquiries before making decisions concerning your interests. MLA accepts no liability for any losses incurred if you rely solely on this publication.

^{**} Reported by the National Livestock Reporting Service (NLRS)



Duties at Saleyards

- Spraying Saleyards;
- General saleyards maintenance;
- Fence repairs;
- Progression with Truck Wash, plan and design changes;
- Repairs and cleaning to water troughs, canteen and toilets;

f) Special events, achievements of note, celebrations

Truck wash to commence construction possibly by May 2019

Cattle numbers for Mar	ch 2019						
Prime Sale/Store Sale	1678 Head	\$ 910,372.51					
Feature Sales	5,610 Head	\$2,732,524.21					
Private Weighing	80 Head	\$78,772.00					
<u>Total</u>	7,368 Head	<u>\$3,721,668.72</u>					
Financial Year 2018/2019							
16,873 Head	<u>\$10,070,073.51</u>						

Financial Year 2017/2018

19,027 Head <u>\$15,984,517.65</u>

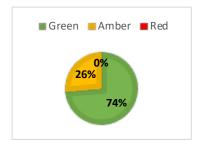
Financial Year 2016/2017

24,151 Head \$23,233,573.17

Financial Year 2015/2016

22,654 Head \$19,613,572.47

13. Planning and Regulation



Under the 4 year Delivery Plan *Planning and Regulation* relates to: development planning, controls, assessment and certification; regulation of premises; built environment; urban design; land use data, mapping and reporting; building and assessment advice; heritage; domestic animals; public health and pollution. The Office of the Chief Corporate Officer directly oversees these outcomes.

a) Delivery and Operational Plan precis

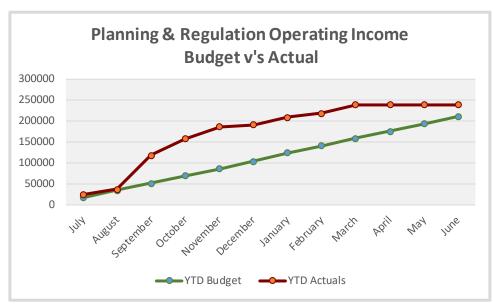
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	0 +1	Comments: (Business Manager to provide short precis.)
DP13.01) Assess and process construction certificate applications in accordance with legislation and Building Code.	Review current guideline documents and prepare new guideline document for Temporary Events.	B: SP C: SP D: SP	•3	Free pre-lodgment and inspections available for planning, building and heritage matters.
Building and development : A – Chief Corporate Officer Regulated premises : A – Chief Corporate Officer	Undertake inspections of commercial and industrial buildings.	B: SP C: SP D: EHBS	+1	Undertaken as requested.
Statutory planning certificates, unauthorised activity and building certification: A – Chief Corporate Officer	Ensure that building certification and inspection is carried out as per National Construction Code and the requirements of the Building Professionals Board.	B: SP C: SP D: EHBS	0	Undertaken as requested. As of 1 July 2018 all mandatory inspections must be reported on line within 48 hours - staff have been consulting with Building Professionals Board - current technical issues with the APP.
DP13.02) Ensure that the community is provided with a high quality built environment that meets the needs of our ageing population. Accountability 11.01: A – Chief Corporate Officer	Monitor application of Tenterfield DCP and complete review of Chapter 8 – Signage & Outdoor Advertising.	B: SP C: SP D: SP	+1	(Planning policies and process review to ensure we encourage new investment is a Councillor priority objective. Strategic business plan review to be completed by end Q3 2018/19.) Amendments incorporated in to Amended DCP October 2018.
DP13.04) The development of plans and applications for development consider the demand and provision of parking.	As required when traffic studies completed – no specific action identified.	B: SP C: SP C: MAPP	1	No recent traffic studies required or undertaken (with exception of the RMS driven Tenterfield Heavy Vehicle By-Pass).
Accountability 11.06: A – Chief Corporate Officer DP13.06) Provision of advice and guidance on legislative compliance for the construction of dwellings and commercial/industrial buildings.	Undertake review of existing rural residential subdivision potential in village locations as per council resolution.	B: SP C: SP D: SP	41	Matters to be included in Local Strategic Planning Statements which Council must have completed by 1 July 2020. LSPS set out a 20 year vision for land use across the shire.
Building and development: A – Chief Corporate Officer Statutory planning certificates, unauthorised activity and building certification: A – Chief Corporate Officer	Assess and determine regulatory applications, including Development Applications, Complying Development Certificates, Construction Certificates, Section 68 Certificates and Conveyancing Certificates.	B: SP C: SP D: SAPA D: EHBS	+1	Staff have commenced discussions and will undertake
DP13.07) Provide advice, planning and inspection that preserve and promotes the Shire's heritage. Heritage: A – Chief Corporate Officer	Liaison and oversight of the Heritage Advisor and community in the development and upgrade of heritage assets.	B: SP C: SP D: SP	+1	(Implanting pragmatic heritage management requirements is a Councillor priority objective.) Ongoing – Heritage Advisor attended Heritage Committee meeting and provides email and phone advice on heritage matters for residents.

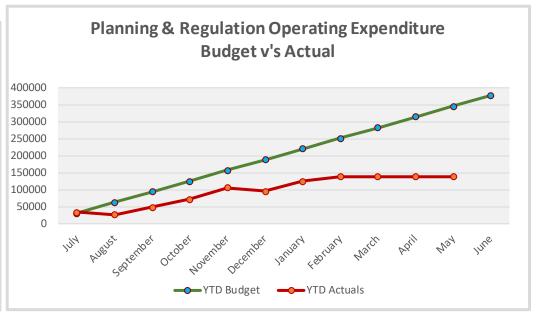
	Advertise and seek applications for 2018/19 funding to local owners of heritage listed/conservation area items. Provision of urban design planning – Strategise, collaborate and conceptualise urban design plans for all towns and villages.	B: SP C: SP D: SP B: SP C: SP D: SP	Consultant engaged to undertake Strategic Heritage Inventory Review as per Project Plan and \$100k funding received from Office of Environment and Heritage. Milestone 1 completed (gap analysis & additional items review) Milestone 3 & 4 completed (fieldwork and workshop). Six (6) projects completed and claims made. Two (2) projects unable to complete work - funds to be redistributed to successfully completed projects. Stronger Country Community funding will allow for urban design plans for Liston, Legume, Mingoola and Jennings.
DP13.08) Provide systems and processes to ensure compliance with legislation and standards. Domestic animals regulation: A – Chief Corporate Officer	Undertake review of the Local Environmental Plan and associated Development Control Plan. Land Use Data and Reporting – Collate and	B: SP C: SP D: SP	LEP review commenced which will incorporate a review of current provisions on a broad scale (including Crematorium prohibition in RU5 Zone), preparation of Planning Proposal document underway - to be presented to Council May 2019. Complete review to be carried out after LSPS are completed. All mandatory data reporting completed for the month.
Public health regulatory : A – Chief Corporate Officer	manage data, mapping and reporting.	C: SP D: EHBS	
DA/BA Compliance : A – Chief Corporate Officer	Administer the Companion Animals legislation across the Shire and operate pound facility.	B: OSRUS C: R D: R	(Improved control of animals is a Councillor priority objective) Enforcement of the Local Orders for the keeping of Animals policy has reduced animal complaints and impounding, which leads to less animals being euthanized. Pound records are submitted to local government each month.
	Develop, deliver and manage a Development Application/Building Application compliance audit process.	B: SP C: SP D: EHBS	Human resources capacity constraints. Recently announced changes to short term tourist accommodation mean that audit of these premises is on hold until legislation reflects government's changes. Proposed amendments to planning rules are expected to be implemented in 2019 - the Department of Planning & Environment are currently considering feedback received during the exhibition period.
			Ranger involved in follow up on unauthorized developments, including backpacker accommodation, dwellings.
	Assess and process swimming pool barrier compliance certificate applications.	B: SP C: SP D: EHBS	No applications received for March.
	Carry out food premises inspections to ensure compliance with the Food Act.	B: SP C: SP D: EHBS	(Regulation and inspection of food premises is a Councillor priority objective.) Inspections scheduled to be completed prior to end FY.
	Undertake a food premises operator workshop to advise of latest legislative requirements.	B: SP C: SP D: EHBS	Resource capacity constraints.
DP13.09) Provide systems and processes to manage excess vegetation to ensure land and premises are in a safe and/or healthy condition.	Notices and Orders to be issued or served where necessary as per the Local Government Act, EPA Act and POEO Act and Associated Regulations.	B: SP C: SP D: EHBS	No notices or orders issued.
Pollution regulation : A – Chief Corporate Officer Public health regulatory : A – Chief Corporate Officer			

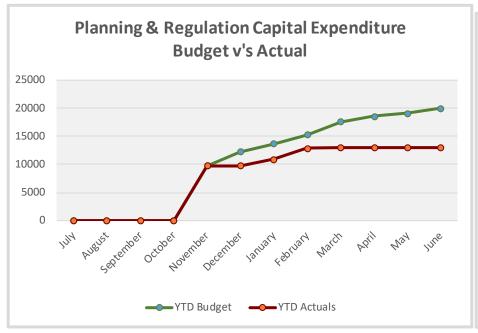
DP13.10) Identify, plan and enhance local environments in partnership with the community and stakeholders.

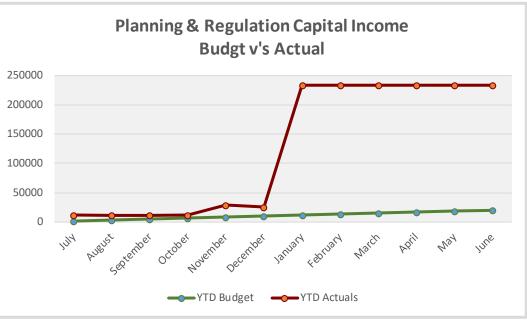
Land use reporting: A – Chief Corporate Officer Roads and footpath enforcement: A Chief Corporate Officer Illegal dumping: A Chief Corporate Officer Domestic animal management: A Chief Corporate Officer Officer

b) Budget









Ca	pital	Income:
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Section 94 developer contributions comprise all capital income.

Capital Expenses:

Nil YTD.

Operational Income:

Showing as above budget due to timing of cash flows.

Operational Expense:

No significant variance.

c) Capital Projects

	Actuals March	Budgets March	Year Review 2	Spent	
Parks, Gardens and Open Space					
4215500. Niche Wall / Rose Garden at Cemetery	14,483	0	9,601	150.85%	Adjustment to be made in March Quarterly Budget Review
4215502. Cemeteries - Eathworks Preparation for Stage 1 Expansion	(28,710)	21,528	28,710	-100.00%	
4215503. Cemeteries - Construction of Road Access and Carpark - Masterplan	28,710	0	0	0.00%	Not yet commenced
4600550. Tenterfield Archers Grant SCCF -	(17,820)	0	0	0.00%	
4605502. Renew al of Jubilee Park Playground	0	73,215	97,617	0.00%	Not yet commenced

Schedule SCCF - Stronger Country Community Fund

Project Number	Project Name	Location	•		Milestone 3 Complete By		Total		
SCCF2-1069	Tenterfield Shire - Vibrant and Connected	247 Rouse St, Tenterfield NSW 2372; Multiple locations across the Shire in each of its towns and villages.	31/01/2019 \$195,657	•1	30/08/2019 \$195,657	0	1/10/2020 \$201,587	0	\$592,901
Comments	leritage Walk interpretive signage locations determined and reviewed by Heritage Committee, drafting of wording underway. irst Payment has been made.								

d) Emerging Issues, Risks and Opportunities

Current vacant Health and Building Surveyor position. As predicted an increase in applications lodged was experienced in March, with 16 received, as opposed to 6 in February. Temporary certifier continues to operate for 2-3 days each fortnight and will cover leave for health and building surveyor. Additional administration support secured for 2 days/week to assist in this area.

e)The Business of Improving the Business

SWOT ANALYSIS

Planning - (SP)



Strengths

- Legislation and Regulation define parameters;
- Experienced, accredited, aware staff;
- Time frames met consistently;
- Strong communication interface with community, information availability;
- Generous LIP Provisions aid development;
- Well defined process, built data base, delegations, good response times;
- Strong working relationships with external Agencies.



Weaknesses

- Public perception and misunderstanding of roles in some cases;
- External Agency timeframe impact on integrated DA's;
- Tyranny of Shire distances to undertake inspections;
- Small size of team can present challenges;
- Document duplication requirements;
- Lack of funding for Legal advice;
- Deficiencies in SynergySoft, IT Data and historical records.



Opportunities

- Field Access to compatible software and data bases, upgrade field technology equipment;
- Own source income to offset costs;
- Public and Special Interest Group Education Programs;
- Online lodgement and tracking;
- Budget for Legal Advice;
- Address Public Health issues;
- Train internal staff in planning and regulatory support processes.



Threats

- Political change to provisions that do not account for full scope of impact:
- State Government changes to Policy and Process, cost and duty responsibility shifts;
- Loss of staff and corporate knowledge;
- Developers undertaking unauthorised development;
- Reliance on internal systems (IT) that require upgrade;
- Costs of unfunded litigation.

f) Customers

Companion Animal Activities

- One (1) dog and Two (2) cats were impounded in March;
- Two (2) dogs and Zero (0) cats were surrendered in March;
- Two (2) dogs and Two (2) cats were euthanased; and
- Zero (0) dogs were picked up and returned to the owner without being impounded.

Barking/Nuisance Dogs

• Two (2) barking complaints were received in March.

Dog Attacks

• Zero (0) dog attacks were reported in March.

Illegal Dumping

• Zero (0) incidents of illegal dumping in March were reported.

Untidy/Unhealthy Premises

• Zero (0) complaints have been received regarding untidy and unhealthy premises in March.

Infringement Notices

- One (1) infringement Notice was issued (Companion Animals related) in March.
- One (1) Infringement Notice was issued for parking offences in March and patrols will continue.

APPLICATIONS FOR DEVELOPMENT LODGED WITH COUNCIL IN MARCH 2019

App No.	Lodged	Applicant	Lot/Sec/DP	Location	Development
DA 2019.018	05-Mar-19	PARRA Anthony (Cobine Pty Ltd)	162/1083431 & 163/1143216	95 Emu Creek Road, Tabulam	Temporary Use of Land – Recreational Facility (Outdoor)
DA 2019.019	06-Mar-19	LOGAN Leonie & BATTY Jason	18/751499	120 Currs Road, Tenterfield (Bolivia)	Dwelling
DA 2019.020	06-Mar-17	Killarney P-10 State School P & C Border Ranges Trail Ride Committee	Multiple	Killarney Road, Acacia Plateau Road, Goulds Falls Road & Acacia Scrub Road, Legume (Acacia Creek)	Temporary Use - "Border Ranges Trail Ride" 30 & 31 March 2019
DA 2019.021	07-Mar-19	ROSATO Serge, SNT Projects Pty Ltd (ANCC Group Pty Ltd)	10/1241545	159 Rouse, Tenterfield	Advertising Signage
DA 2019.022	07-Mar-19	HARLEY Lee Craig	A/156091	193 Logan Street, Tenterfield	Use of Existing Buildings as a Studio Associated with Existing Dwelling (detached)
DA 2019.023	13-Mar-19	Magoffin & Deakin Pty Ltd Architects (Michael McPhillips) (Haddington)	9, 10 & 11/719858	126 Duncan Street, Tenterfield	Addition to Existing Nursing Home
DA 2019.024	14-Mar-19	RICHARDSON Matthew	9/37289	348 Rouse Street, Tenterfield	Kitchen Fit Out & Alterations to Existing Retail Store
DA 2019.025	15-Mar-19	MAINS Ian	266/1246529	300 Mount McKenzie Road, Tenterfield	Dwelling
DA 2019.026	20-Mar-19	HANSEN Mark	3/802874	508 Rouse Street, Tenterfield	Installation of Previously Used Residence
DA 2019.027	20-Mar-19	HENRY Matthew Ross & Karen Ann	62/751490	1485 New England Highway, Tenterfield (Tarban)	Deck
DA 2019.028	22-Mar-19	DJL Consolidated Pty Ltd (Faint)	5/36380	85A Pelham Street, Tenterfield	Shed
CDC 2019.029	26-Mar-19	Wes Smith Building Pty Ltd (Chisholm)	48/1096327	4 Parkes Drive, Tenterfield	Dwelling & Shed
DA 2019.030	26-Mar-19	DJL Consolidated Pty Ltd (Julius)	7/1133012	Cowper Street, Tenterfield	Shed Extension

DETERMINATIONS ISSUED – MARCH 2019

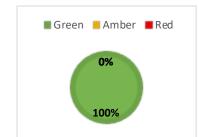
App No.	Lodged	Date of Approval	No. of Days	Applicant	Lot/Sec/DP	Locality	Description of Development
DA 2018.122	11-Dec-18	8-Mar-19	35 Days	North Coast Petroleum (McKinlay)	orth Coast Petroleum (McKinlay) A/400600 104 Rouse Street, Tenterfield		Demolition of Existing Awning/Canopy & Construction of New Awning/Canopy Over Fuel Bowsers Including Awning/Canopy Fascia Identification Signage
DA 2019.002	02-Jan-19	12-Mar-19	70 Days	Tenterfield Surveys (Lake)	6/236737	247 Schroders Road, Tenterfield (Sunnyside)	Three (3) Lot Rural Subdivision
DA 2019.010	25-Jan-19	13-Mar-19	48 Days	Tenterfield Surveys (Fagg & Griffiths)	7/881019 65 Vinegar Hill Road, Legume		Two (2) Lot Rural Subdivision
DA 2019.016	12-Feb-19	4-Mar-19	21 Days	Steel Caves Pty Ltd (Giacosa)	22/740544 102 Cowper Street, Tenterfield		Carport
DA 2019.017	13-Feb-19	15-Mar-19	31 Days	Uniplan Group Pty Ltd (Druitt)	4/848539	139 Millers Lane, Tenterfield	Manufactured Dwelling
DA 2019.018	05-Mar-19	8-Mar-19	4 Days	PARRA Anthony (Cobine Pty Ltd)	162/1083431 & 163/1143216	95 Emu Creek Road, Tabulam	Temporary Use of Land - Recreational Facility (Outdoor)
DA 2019.019	06-Mar-19	28-Mar-19	23 Days	LOGAN Leonie & BATTY Jason	18/751499	120 Currs Road, Tenterfield(Bolivia)	Dwelling
DA 2019.020	06-Mar-17	22-Mar-19	17 Days	Killarney P-10 State School P & C Border Ranges Trail Ride Committee	Multiple	Killarney Road, Acacia Plateau Road, Goulds Falls Road & Acacia Scrub Road, Acacia Creek	Temporary Use - "Border Ranges Trail Ride" 30 & 31 March 2019
DA 2019.021	07-Mar-19	12-Mar-19	6 Days	ROSATO Serge (SNT Projects P/L)	10/1241545	159 Rouse Street, Tenterfield	Advertising Signage
DA 2019.024	14-Mar-19	27-Mar-19	14 Days	RICHARDSON Matthew	9/37289	348 Rouse Street, Tenterfield	Kitchen Fit out & Alterations to Existing Retail Store
CDC 2019.029	26-Mar-19	29-Mar-19	4 Days	Wes Smith Building Pty Ltd (Chisholm)	48/1096327	4 Parkes Drive, Tenterfield	Dwelling & Shed

s4.55 Modifications of Consent										
Application No.	Applicant	Lot/DP	Location	Description of Development						
Nil										

Application No.	Lodged	Status of Application/Comment	Applicant	Location	Proposed Development		
DA 2017.045	18-Apr-17	Information Required from Applicant	Currie Brown Australia P/L	1823 New England Hwy, Jennings	Demolition of Existing Service Station &		
BN 2017.010	10 πρι 17	Insufficient Information provided to complete assessment	Garrie Brown Mastralia 172	1020 New England Tiwy, Jernings	Construction of New Service Station		
DA 2018.072	6-Aug-18	Information Required from Applicant	Tenterfield Shire Council	66-80 Boundary Road, Tenterfield	Truck Wash Facility		
DN 2010.072	o Aug 10	Insufficient Information provided to complete assessment					
DA 2018.089	03-Oct-18	Information Required from Applicant	BRENNAN Anne & JONES	84 Robinsons Lane, Tenterfield	Function Contro		
DA 2010.009	03-001-18	Insufficient Information provided to complete assessment	Chris	64 RODITISOTIS Latte, Territerneid	Function Centre		
DA 2018.110	14-Nov-18	Awaiting NSW RFS Recommendations All Council Requirements Completed	Tenterfield Surveys (Harvey)	1214 Mt McKenzie Road, Tenterfield	Two (2) Lot Subdivision		
DA 2019.022	07-Mar-19	Under Assessment	HARLEY Lee Craig	193 Logan Street, Tenterfield	Use of Existing Buildings as a Studio Associated with Existing Dwelling (detached)		
DA 2019.023	13-Mar-19	Under Assessment	Magoffin & Deakin Pty Ltd Architects (Michael McPhillips)	126 Duncan Street, Tenterfield	Addition to Existing Nursing Home		
DA 2019.026	20-Mar-19	Under assessment - report to Council required	HANSEN Mark Roger Henning	508 Rouse Street, Tenterfield	Installation of Previously Used Residence		
DA 2019.027	20-Mar-19	Under Assessment	HENRY Matthew Ross & Karen Ann	1485 New England Highway, Tenterfield (Tarban)	Deck		
DA 2019.028	22-Mar-19	Under Assessment	DJL Consolidated Pty Ltd (Faint)	85A Pelham Street, Tenterfield	Storage Shed		
DA 2019.030	26-Mar-19	Under Assessment	DJL Consolidated Pty Ltd (Julius)	Cowper Street, Tenterfield	Shed Extension		
DA 2019.033	03-Apr-19	Awaiting NSW RFS Recommendations All Council Requirements Completed	Tenterfield Surveys (Watling & Barrett)	7137 & 7266 Mount Lindesay Road, Cullendore	Three (3) Lot Rural Subdivision		
DA 2019.034	04-Apr-19	Neighbour Notification to 19 April 2019	NEAVES Colin John	185 Ridge Road, The Summit	Resource Transfer Station		

			F	Y 18/19 Devel	opment Statistic	CS			
		Dwellings	Additions/ Renovations to Existing Dwellings	Garages, Carports & Sheds	Commercial or Industrial Works	Subdivision	Recreation/ Tourism	FY 18/19 Monthly Total	FY 17/18 Monthly Total
Jul-18	No.	3	1	3	0	2	1	10	10
Jul-10	Value	\$500,000.00	\$12,000.00	\$72,905.00	\$0.00	\$0.00	\$10,000.00	\$594,905.00	\$980,385.00
Aug-18	No.	1	3	2	1	0	1	8	10
Aug-16	Value	\$186,000.00	\$108,000.00	\$48,500.00	\$1,193,325.00	\$0.00	\$0.00	\$1,535,825.00	\$701,000.00
Son 10	No.	4	1	2	3	0	1	11	12
Sep-18	Value	\$1,727,137.00	\$7,931.00	\$43,363.00	\$372,000.00	\$0.00	\$200,000.00	\$2,350,431.00	\$1,069,200.00
Oct-18	No.	6	4	7	3	0	1	21	22
	Value	\$842,000.00	\$200,470.00	\$188,555.00	\$354,500.00	\$0.00	\$200,000.00	\$1,785,525.00	\$1,933,814.00
Nov. 10	No.	6	0	3	1	5	1	16	14
Nov-18	Value	\$1,168,712.00	\$0.00	\$73,260.00	\$180,000.00	\$0.00	\$30,000.00	\$1,451,972.00	\$1,480,894.00
Dag 10	No.	0	1	0	1	0	0	2	5
Dec-18	Value	\$0.00	\$19,700.00	\$0.00	\$60,000.00	\$0.00	\$0.00	\$79,700.00	\$321,464.00
lan 10	No.	3	2	3	0	2 1 11		11	5
Jan-19	Value	\$1,261,629.00	\$52,117.00	\$59,200.00	\$0.00	\$0.00	\$59,000.00	\$1,431,946.00	\$292,063.00
Fab. 10	No.	2	1	2	1	0	0	6	15
Feb-19	Value	\$315,000.00	\$17,000.00	\$44,304.00	\$10,000.00	\$0.00	\$0.00	11 \$1,431,946.00 6 \$386,304.00	\$702,039.00
May 10	No.	4	2	3	3	0	2	14	11
Mar-19	Value	\$834,154.00	\$39,900.00	\$52,146.00	\$4,615,632.00	\$0.00	\$0.00	\$5,541,832.00	\$708,108.00
A 10	No.							0	10
Apr-19	Value							\$0.00	\$652,780.00
M 40	No.							0	12
May-19	Value							\$0.00	\$1,239,724.00
l. 40	No.							0	8
Jun-19	Value							\$0.00	\$396,838.00
lo. (Year to Date)		29	15	25	13	9	8	99	134
Y 18/19 Total Value Year to Date)		\$6,834,632.00	\$457,118.00	\$582,233.00	\$6,785,457.00	\$0.00	\$499,000.00	\$15,158,440.00	
Y 17/18 Total Value		\$7,770,616.00	\$699,420.00	\$1,058,410.00	\$872,963.00	\$0.00	\$76,900.00		\$10,478,309.00

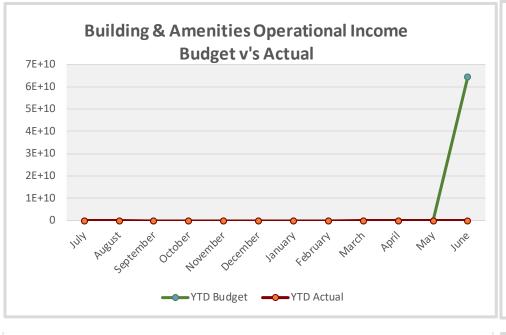
14. Buildings and Amenities

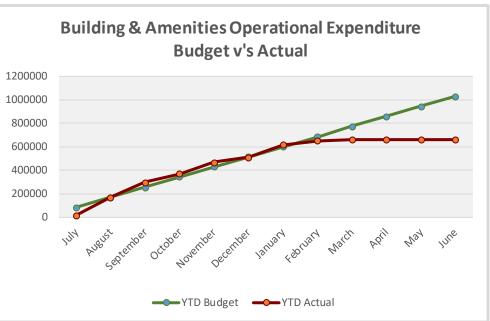


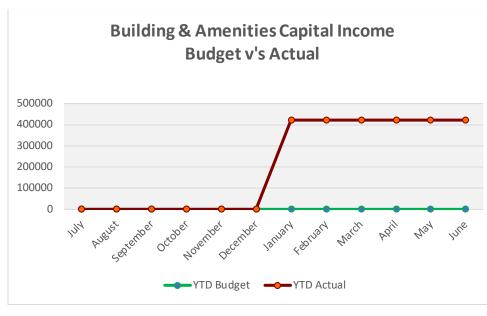
Under the 4 year Delivery Plan *Buildings and Amenities* relates to: energy management and conservation, asset planning and maintenance scheduling; building and amenities utilisation, income generation and administration. The Office of the Chief Corporate Officer directly oversees these outcomes.

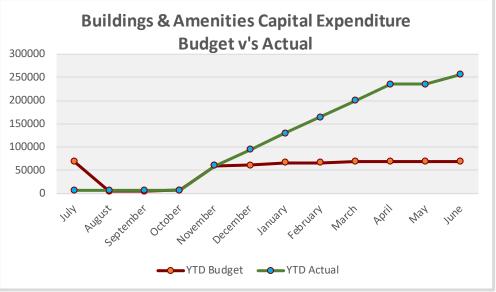
4 Year Delivery Program	1 Year Operational Plan	Officer			_	Comments:
Treat Belivery Frogram	18/19	Officer	-1	0	+1	comments.
DP14.01) Provide systems and processes to identify opportunities to reduce the energy consumption of Council owned buildings and amenities. Community & corporate buildings: A – Chief Corporate Officer	Continued development and delivery of the Building and Amenities Asset Management plan. To incorporate: Commercial, Residential, Recreational, Community Halls, Buildings and Facilities.	B: PBLC C: PBLC D: EHBS			+1	Property Asset Database Project due to commence mid- February 2019. Inspections carried out, awaiting the report from the Consultant.
DP14.02) Ensure that Council building and facilities meet the needs of users.	Develop Inspection and Maintenance schedules for Commercial, Residential, Recreational, Community Halls, Buildings and Facilities.	B: PBLC D: EHBS			+1	Inspections carried out, awaiting the report from the Consultant to review.
	Identify repair work and potential projects through the Inspection and Maintenance Schedules.	B: PBLC D: EHBS			+1	Audits on some buildings have commenced. Further inspections and maintenance schedules will be developed as part of the work for the Property Asset Database Project to be outsourced. Liston and Legume Halls were inspected as part of the Stronger Country Community Grants; funding has been announced. The Band Hall, a scope of work has been identified
	Progress Council Chambers and Administration Building – Refurbishment from briefing stage to project delivery.	B: PBLC C: PBLC D: EHBS			+1	Initial schematic design has been completed, further design development has commenced. Grant funding has been approved for the Emergency Management Centre.
	Interact with and provide a process for customers to purchase the use of Community or Operational land and/or buildings — Managing hiring, permits, leases, licenses, deeds, contracts or Heads of Agreements pertaining to Council owned or managed properties (excluding sportsgrounds).	B: PBLC C: PBLC D: PS			+1	Some templates already exist. Development of performers and generic contracts has commenced. Some specialised leases are required and are prepared accordingly. Documentation of Process to be completed.

a)Budget









Capital Income:

Capital income received for:

- 1. The Stronger Country Communities Grant Memorial Hall, Archery Club, Liston Hall
- 2. Infrastructure Grant from Office of Responsible Gambling Emergency Management Centre

Capital Expenses:

To date work has commenced on the following projects, expenditure is expected to increase in the coming months.

- 1. Administration Building Replace Window Frames contract signed, preliminary works commenced.
- 2. Refurbishment and Emergency Management Centre infrastructure grant approved with Office of Responsible Gambling, developing documentation and design.
- 3. Council Housing Repaint Exteriors scope of work to be confirmed and painters to quote.
- 4. Development of Infrastructure Renewal Program (Property Asset Database Project) inspections carried out, awaiting reports from Consultant.
- 5. Council House Renewal Site inspections carried out. Building works have commenced. Stage 2 of works to be priced and programed.
- 6. Memorial Hall program, scope and consultants to be engaged.
- 7. Legume Community Hall site inspection with builders complete, awaiting quotes
- 1. Ten FM Shed Complete
- 2. Administration Building Air-Conditioning Complete

Operational Income:

Increase in Operational Income reflects the sale of the Service Station. It is anticipated to reinvest this income by renovating some Council buildings to prevent further decay.

Income is received from the Council owned properties such as the Service Station, Aerodrome hangers, Radio and Communication Towers, 136 Manners Street, RTA Riley Street, Urbenville Medical Centre, Courtyard Café, and Council Houses.

Memorial & RSL Hall, and other properties are leased for functions, income is expected to increase with more venue bookings, particularly with the use of the hall as the Emergency Evacuation Centre during the February fires, the election and other functions.

Fees & Charges reviewed to include fees for Road Side signage.

Operational Expense:

No significant variance to date. On track.

b) Capital Projects

1000504. Project Management	0	7,929	10,571	0.00%	Not yet commenced
6205500. Survey Instrumentation - GPS Equip, Cable Detector, Bridge Assyst	0	37,503	50,000	0.00%	Not yet commenced
6205502. Works Depot - Contribution to Washbay	0	0	14,900	0.00%	Not yet commenced
6205507. Asset Management System	1,200	133,336	150,650	0.80%	
	1,200	73,720	226,121	0.53%	
	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
D. H. Para and Association	mai on	mai on	NOTION 2		
Buildings & Amenities 4200501. Admin Building Refurbishement	4,984	60,003	80,000	6.23%	
4200506. Admin Building - Air Conditioning	19,600	0	20,325	96.43%	

 4200507. Council Chambers Refurbishment
 0
 34,400
 0.00%
 Not yet commenced

 4205500. Housing - Repaint Exteriors (SRV)
 0
 16,488
 24,731
 0.00%
 Not yet commenced

Schedule SCCF - Stronger Country Community Fund

Project Number	Project Name	Location	Milestone 1 Co By	mplete	Milestone 2 Con By	nplete	Milestone 3 Com By	plete	Total
SCCF2-1023	Tenterfield Memorial Hall Sporting Complex	95 Molesworth St, Tenterfield NSW 2372	31/01/2019 \$328,980	+1	30/11/2019 \$328,980	0	30/09/2020 \$338,948	0	\$996,908
Comments	Preparing scope for external First payment has been rec					1			1
Project Number	Project Name	Location	Milestone 1 Co By	mplete	Milestone 2 Complete By		Milestone 3 Com By	Total	
SCCF2-1091	Liston Community Hall Toilets and Games Room Extension	Stanthorpe St, Liston NSW 2372	31/01/2019 \$36,764	+1	30/10/2019 \$36,764	0	2/03/2020 \$37,877	0	\$111,405
Comments	Sketch proposal for toilets First payment has been rec						•		
Project Number	Project Name	Location	Milestone 1 Co By	mplete	Milestone 2 Con By	nplete	Milestone 3 Com By	plete	Total
SCCF2-0769	Tenterfield Archery Shelter Area	36 Dam Road, Tenterfield NSW 2372	31/01/2019 \$17,820	+1	31/09/2019 \$17,820	0	31/09/2019 \$18,360	0	\$54,000
Comments	DA application has been loc First payment has been rec	lged. Awaiting quotes from beived.	ouilders.	I	1	1	1	ı	1

c) Emerging Issues, Risks and Opportunities

Council Chambers & Administration Renovations – grant approved to assist with the Emergency Management Centre.

Classification processes have commenced for Plans of Management (POMs) for the Crown Land Management Act 2016.

Awaiting Ministers consent to become manager of part of Crown Land at Mingoola to construct RFS shed.

Sugar Bag Road, investigating options for moving the road easement.

Crown Land near Band Hall, discussions with Crown Land regarding the future of the parcels near the Band Hall. Awaiting a response from Crown Land.

Mt Mackenzie Telecommunication Towers, upgrades to Optus equipment approved, review of agreement required. Contract with Visionstream signed for Critical Communications Enhancement Program. Letter from Rebel Radio Station requesting to share the Council Array on the tower to improve their broadcasting capacity.

Leases finalised for Council land on New England Highway and Aerodrome.

Stronger Country Communities Grant Received, Tenterfield Memorial Hall upgrade, amenities at Urbenville and Legume. High risk for delivery due to limited resources and tight timeframe. Opportunity for engaging consultants and local trades people to deliver project.

Archery, quotes being obtained for construction of shelter.

Skate Park Grant Application, lodged 22 March 2019 notice of success or otherwise due August 2019.

d) The Business of Improving the Business

Additional resourcing to be sought to assist with delivering the grant related projects in a short timeframe.

A focus on commencing projects for the property portfolio as well as assisting other portfolios with their maintenance and capital projects.

Currently reviewing leasing portfolio and rate of return.

e)Customers

Nil to report

f) Business Statistics

Assisting with projects across other portfolios:

- School of Arts Windows Restoration Works commenced
- Cemetery Masterplan deferred to financial year 2019/2020 due to increased grant funding and project work with limited resources.

g) Special events, achievements of note, celebrations



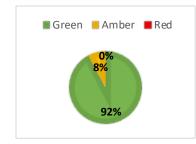
Window Restoration Project



Stronger Country Communities Grant Memorial Hall



15. Parks, Gardens and Open Space

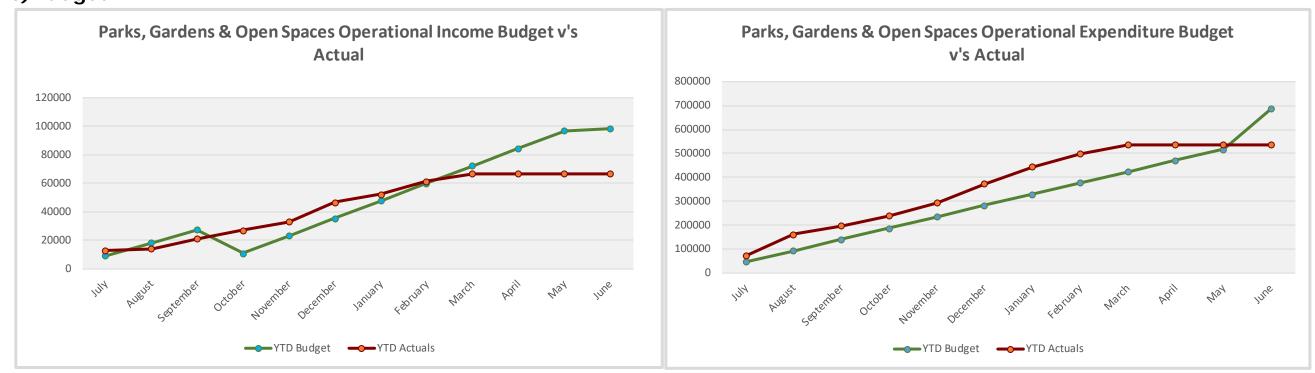


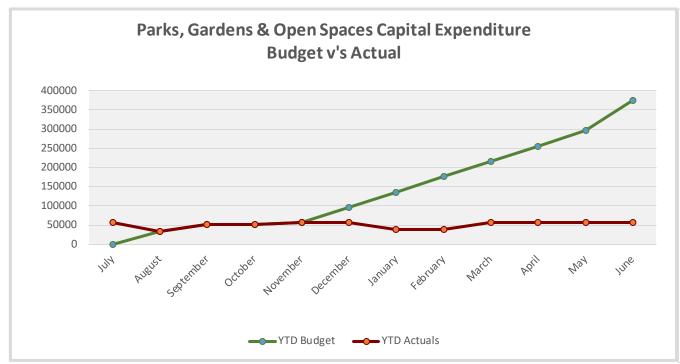
Under the 4-year Delivery Plan *Parks, Gardens and Open Space* relates to: consultation, planning, development; increasing patronage; amenity; maintenance and operations; public art; cycle ways; public trees; sportsgrounds (active and passive); cleanliness and administration. The Office of the Chief Corporate Officer directly oversees these outcomes.

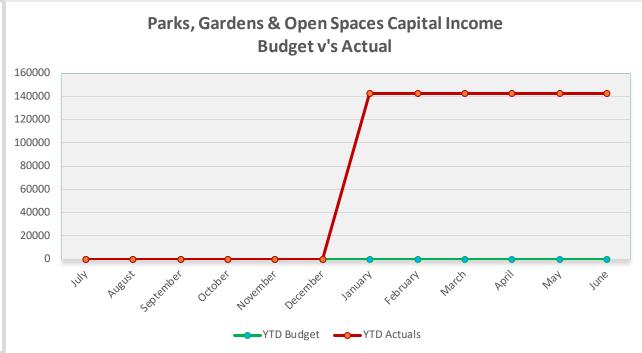
4 Year Delivery Program	1 Year Operational Plan	Officer		0	+1	Comments: (Business Manager to provide short precis.)
	18/19		-1	0	+1	
DP15.01) Identify and pursue opportunities to increase usage of open spaces assets throughout the Shire. Sport and recreation (passive & active): A - Chief Corporate Officer Open Space Amenities: A - Chief Corporate Officer	Engage with the Parks, Gardens and Open Space Committee and the Tenterfield Shire community to assist in identifying further ideas to increase open space usage throughout the Shire.	B: OSRUS C: PGLHC D: PGLHC			+1	Forms part of the (ongoing) agenda for all Parks and Garden committee meetings. Applying for grant funding for Tenterfield Creek stage one, Manners Street bridge to High Street bridge. With assistance from Ausfish, Landcare and other interested parties. Possibility of online bookings for park functions in future however needs development.
DP15.02) Identify and partner with local residents in the development and delivery of town and village beatification initiatives. Place & public art/beautification: A - Chief Executive ("Identify & partner with") Place & public art/beautification A - Chief Operating Officer (Development/implementation/finalisation)	Ensure maintenance standards are conducted and delivered efficiently through Parks, Gardens and Open Space Committee and Village Progress Associations.	B: MEDCE C: MEDCE D: CDO B: OSRUS C: PGHLC D: PGHLC		0		Working with village progress associations to achieve positive outcomes to include Urban Design Plans and grant funding. Delivering parks, gardens and open spaces to the public that are of a high maintained standard. Maintenance plans and park schedules being reviewed. Received grant funding through Stronger Country Communities for upgrade to park facilities in villages. Further emphasis on Gardens and flowers in Rouse street. Hand watering of gardens and street trees only.
DP15.03) Deliver public spaces that are clean, well maintained and encourage usage by visitors and residents of Tenterfield Shire. Sport and recreation (passive & active): A - Chief Corporate Officer	Ensure all Parks, Gardens and Open Space amenities maintenance programs are delivered to a high standard.	B: OSRUS C: PGHLC D: PGHLC B: PBLC C: PGHLC			+1	Continuing to provide amenities and park facilities to the public with high levels of service within budget constraints. Daily cleaning of public toilets with rubbish removal and park inspections adding to the cleanliness and appearance to the town.
Open Space Amenities: A - Chief Corporate Officer DP15.04) Development and implementation of township and village streetscape plans and policy. Place & public art/beautification: A - Chief Executive (Community engagement: concept) Place & public art/beautification A - Chief Corporate Officer (Development/implementation/finalisation)	Work with the Tenterfield Shire Village Progress Associations and the Parks, Gardens and Open Space Committee to deliver individual town and village themes, promoting the unique aspects of each locality.	D: PGHLC B: MEDCE C: MEDCE D: CDO B: OSRUS C: PGHLC			+1	Discussion at Parks, Garden & Open Space Committee Meetings for ideas for village themes for beautification to be included in Urban Design plans under development with the SCCF. Review service levels with the urban design plan for a new park area and playground in Legume, village entry signage and concept planning within other Shire villages.
DP15.05) Identify suitable areas for the extension and embellishment of the current and future cycleway network. Footpaths & cycleways: A - Chief Operating Officer DP15.06) Deliver, review and update Parks, Gardens and Open Space, Maintenance Programs across the Shire.	Investigate the extension of the cycleways heading north, with an emphasis on future exercise stations along the existing cycleway. Review maintenance programs for Parks, Gardens and Open Spaces.	B: MAPP C: MAPP D: MW B: OSRUS C: PGHLC D: PGHLC			+1	Ongoing. Grant funding being sought as opportunities arise. Replaced damaged exercise equipment in Jubilee park. Current maintenance schedules being reviewed with the Parks Garden and Open Space strategy and asset management plan.

Cemeteries: A – Chief Corporate Officer Sport and recreation (passive & active): A - Chief	Ongoing replacement of all existing playground equipment in accordance with Australian Playground Safety Standards.	B: OSRUS C: PGHLC D: PGHLC	Jubilee park playground to be renewed starting in May. Stronger Country Community Grant funding for Urbenville and Drake playground enhancement. Continuation of playground inspections for regulation.
Corporate Officer	Renewal of Jubilee Park playground equipment.	B: OSRUS C: OSRUS	Company selected - works scheduled to commence in May.
Open Space Amenities: A - Chief Corporate Officer Place & public art/beautification A - Chief Corporate Officer (Development/implementation/finalisation)	Call for quotations and commence earthworks preparation for Tenterfield Cemetery Stage 1 expansion.	B: OSRUS C: PGHLC D: PGHLC	Design plan formalised.
	Interpretive signage, path, edging and gardens at Tenterfield Cemetery niche wall to be planned and delivered.	B: OSRUS C: PGHLC D: PGHLC	Completed.
	Public Tree Management – Public tree management, development, maintenance including arborist services.	B: OSRUS C: PGHLC D: PGHLC	Visual inspections for tree maintenance and removal if required, with new replacement trees planted. Street tree management plan is currently being developed with work commenced by Contractor. Database being prepared for tree inspection records, location and species linked to Council's mapping system.
	Sportsgrounds and Active Sports – Sportsgrounds and active sports management, development and booking services.	B: OSRUS C: PGHLC D: AO	Booking have been received from Soccer, Cricket and Touch football for ground usage.
	Street Lighting – Management of street and public lighting, including awnings, smart poles, banner poles and all park lighting.	B: PBLC C: MAPP	Looking at options of solar lighting along the walking path, pricing received.

b) Budget







Capital Income: N/A.

Capital Expenses:

- Shirley Park upgrade to roll over to 2018/19 (Council applied for Grant funding)
- Jubilee Park Playground replacement.
- Repair/Reseal car park at Federation Park completed.

Operational Income:

- Through park bookings. Weddings functions.
- Section 67 private mowing, (Police station, TAFE, St Josephs and Henry Parkes schools);
- Wood chipper hire;
- Sporting ground hire usage.

Operational Expense:

• Over budget due to large portion of Operation Expenses for the first quarter are from the rating and payment of the park and sporting fields land. Will be addressed by improved forecasting of expenditure in future and the take-up will occur throughout this annual period.

c) Capital Expenses

									20		
Project Number	Project Name	Location High St, Tenterfield NSW	Milestone 1 C By	complete	Milesto By	one 2 Com	nplete	ete Milestone 3 Complet By		olete	Total
Comments	Received preliminary design First payment has been received.	ns and costings - under revie	w.								
CCF2-1105	Toilet Block Enhancements at Urbenville and Legume	Tooloom St, Urbenville NSW 2475; Acacia Avenue, Legume	31/01/2019 \$56,164	•1	30/07/ \$56,16		0	30/10/201 \$57,866	19	0	\$170,194
Project Iumber	Project Name	Location	Milestone 1 C By	complete	Milesto By	one 2 Com	nplete	Milestone By	3 Comp	olete	Total
Comments	Draft designs under consider First payment has been reco	eived.									
SCCF2-1063	Playground Enhancements	Woodward Park, Allison Street, Drake NSW 2469; Captain Cook Park - Urban Street, Urbenville	31/01/2019 \$34,485	+1	30/06/ \$34,48		0	31/09/201 \$35,530	19	0	\$104,500
roject lumber	Project Name	Location	Milestone 1 C By	complete	Milesto By	one 2 Com	nplete	Milestone 3 Complete By		Total	
	Stronger Country Commun		1		1			T =			
05508. Tenterfield Main			16,611	0		16,611		100.00%			
05502. Renew al of Jubil 05505. Renew al of Urbe			0 25,760	73,215 0		97,617 28,666	(0.00% 89.86%	Not yet com	menced	
215503. Cemeteries - Construction of Road Access and Carpark - Masterplan 600550. Tenterfield Archers Grant SCCF -			28,710 (17,820)	0		0		0.00% 0.00%	Not yet com	menced	
15500. Niche Wall / Ros			14,483 (28,710)	0 21,528		9,601 28,710		150.85% -100.00%	Adjustment	to be made	in March Quarterly Budget Review
arks, Gardens a	nd Onan Snaca		18/19 YTD Actuals March	18/19 YTD Budgets March		18/19 Full Year Review 2	ı	18/19 Percentage Spent	Comme	nts	
700 TO. NISK Wallage Hel	it conware rioject		12,800	7,424	-	41,142		31.11%	-		
00502. Strategic Project 00510. Risk Managemer			0 12,800	8,352 0		11,142 30,000		0.00% 42.67%			

March

March

Review 2

	Tenterfield Rugby Park Fencing					
Comments	Fencing approved and sche First payment has been rec	duled to be installed in April/leived.	May.			

d) Emerging Issues, Risks and Opportunities

The SCCF grants will provide a great opportunity to get things done but will require additional work for staff in the short term. Tree maintenance is a high priority for managing future risk.

e) The Business of Improving Business

Drought continues to cause problems keeping plants alive however staff are concentrating on irrigation and soil conditioning for when conditions improve.

f) Customers

- Staff continue to use water cart for the watering of Rouse Street and large trees along Naas Street, Douglas Street, Logan Street and others when requested using Non-potable water from the water treatment plant. We also have a large water tank watering all the trees in Rouse Street and the annuals in the planted beds and trees throughout parks where larger trucks are unable to access.
- Most of the gardens along Rouse Street have had dead or over grown plants removed.
- Millbrook Park arbour structure The structure shows signs rot wood and will be considered in management plan for either removal or replacement.
- During March, most work has been brush cutting all around the parks from Jubilee Park to Rotary Park also edging paths and brush cutting along creeks.
- Repaired and put back sit up bench in Jubilee Park

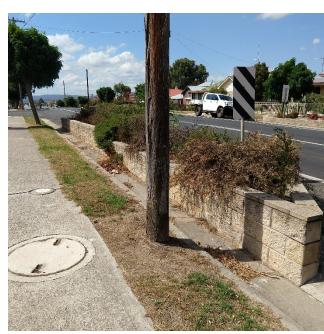
g) Business statistics

h) Special events, achievements of note, celebrations

Parks activities in March



Petunias still flowering will remove April

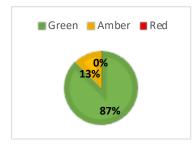


Dead plants removed from Rouse street planter beds



Dead plants removed ready for new plants & irrigation

16. Swimming Complex

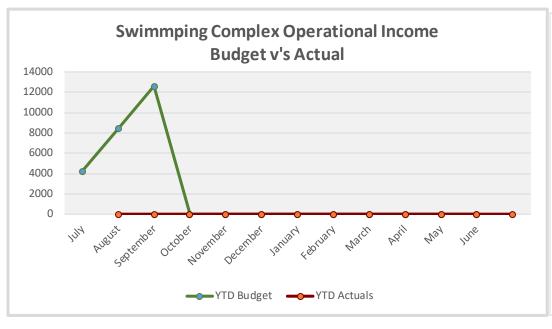


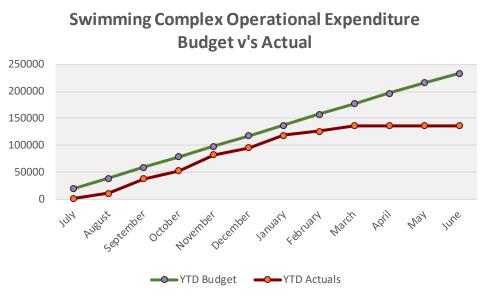
Under the 4 year Delivery Plan Swimming Complex relates to the ongoing: service provision; regulatory compliance; planning; supervision of patrons; and management. The Office of the Chief Corporate Officer directly oversees these outcomes.

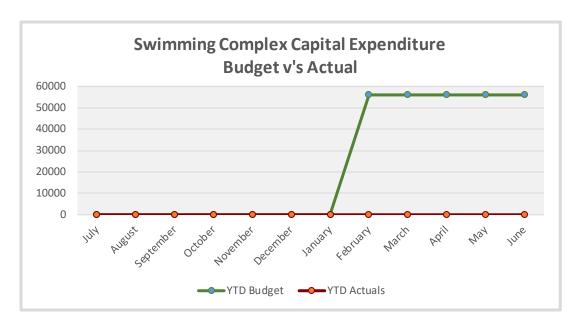
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP16.01) Provision of an accessible, quality swimming and recreation facility which encourages participation. Aquatic: A - Chief Corporate Officer	Develop Tenterfield War Memorial Baths (TWMB) Management Plan.	B: PBLC D: PBLC			+1	Document complete and submitted to Council April 2018 for acknowledgement and formed part of the contract between Council and the Pool Contractor. It was adopted by Council December 2018 with some minor amendments. The document now is in use and has been uploaded onto the Council website.
	Develop Inspection and Maintenance schedules for the pool, concourse, plant and equipment.	B: PBLC C: PS			+1	A maintenance register has been developed to assist with recording maintenance issues as identified. However schedules will be developed in the Property Asset Database Project. Awaiting reports from Consultant.
	Identify repair work and potential projects through the Inspection and Maintenance Schedules and work.	B: PBLC C: PS			+1	Currently being identified by the new Pool Contractor, but will also be included in the Property Asset Database Project. Maintenance is currently being addressed by priority as items arise.
	Develop TWMB Master Plan.	B: PBLC C: PBLC		0		Discussion has commenced with the new Pool Contractor, this project is proposed to be moved to the following financial year once the Pool Management Plan is finalised and the first season by the new operator have been completed.
	Implement and monitor operational systems and processes in accordance with the updated TWMB Management Plan.	B: PBLC C: PBLC			+1	Contract management plan has been developed in accordance with identified KPIs. Monthly reports are being received, KPIs are being surpassed. Total attendance for the season is 14,770, which exceeds the previous season.

	continue water testing to ensure compliance with Government regulations or public pools.	B: PBLC D: PBLC	+1	Water testing conducted every 2 hours in both pools.
	Maintain supervision levels based on patronage and service delivery for arnivals and aquatic events.	B: PBLC C: PBLC		All Staff have the relevant qualifications and contractor ensures appropriate staff to patronage ratio. Risk Assessments are performed regularly to ensure Operator has measures in place to combat risk and provide a safe environment.
Re	eview fees and charges annually.	B: PBLC D: PBLC	+1	Completed.

a)Budget







Capital Income:

Nil to report

Capital Expenses:

Commencement on the Swimming Pool Masterplan has begun with preliminary discussions with the Pool Contractor.

The Master Plan will be re-programmed to the next financial year due to the focus on achieving the best outcome for the Pool Management Plan and allowing the new Pool Contractor the first season to settle in and focus on improving business and pool patronage.

Operational Income:

Nil operating income due to the new Pool Management Contract.

Just Sports and Fitness took possession of the pool to manage and operate mid September 2018.

Pool season commence Saturday 29 September 2018.

Pool season closed 31 March 2019.

Operational Expense:

One of the probes has seized and will need replacing, however due to the associated costs we are reviewing alternative options. Manual monitoring is being carried out successfully. Request for a new defibrillator

Operational cost are currently lower than projected, this could be due to the manual dosing being carried out and also the change in usage of the pool chemicals.

b) Capital Projects

Sewerage Service 7872502. Tenterfield Mains Relining (1km Year) 298,227 118,197 298,227 100.00% Work completed 7872503. Tenterfield Mains Augmentation 12.602 47.250 63,000 20.00% Planning 7872505. Tenterfield Man Hole Level Alterations (Water Infiltration) Renew al 21,144 110,322 147,100 14.37% Tender aw arded 7872515. Tenterfield Upgrade Road to Tertiary 2,221 10,000 21,766 10.20% Waiting on seal 7872517. Tenterfield Scada System Upgrade 0 57,736 0.00% Not yet commenced 7872519. Tenterfield Network Renew al 0 115,353 363,320 0.00% Tender aw arded 7872522. STP - Dehydrator Replacement 73,512 0.00% Out to tender

c) Emerging Issues, Risks and Opportunities

Identified Issues & Opportunities:

Small Schools Carnival, 1 Feb Sir Henry Parks Water Safety Test, 4 Feb Sir Henry Parks carnival, 5 Feb St Josephs Swimming Carnival, 6 Feb Tenterfield High School Water Safety Test, 6 Feb Tenterfield High School Water Safety Test, 12 Feb Tenterfield High School Swimming Carnival, 13 Feb Private Party 8 Feb 3.30-5.30pm

Weekly Programs:
Swim Club – Thursdays 5.30 – 7.30pm
Squad Training (Club) – Mon & Wed – 3.30 – 5.45pm
Lap Swimming – 6am – 8am, Monday – Friday
Aqua Fitness Tuesdays 10am
Tenterfield High School Year 7 Swimming Sports – Wednesdays 1.50pm – 2.50pm

Identified Risks:

Maintenance issues concerning the pump and the filtering system have been identified. Initial inspection has occurred and temporary solutions are being identified until some of the work can be carried out in the off-season. If the pump or the filtering system fails, it will compromise the opening of the pool.

Water restrictions could impact the pool and the filtration system, and the pool may consider seeking exemption to maintain the water quality and health of the pools. The restrictions are being implemented within the grounds and amenities as per the Tenterfield Shire Council Drought Management Plan.

d) The Business of Improving the Business

The Council is meeting monthly with the Pool Operators to carry out the Contract Management review.

Mustard Algae has been chemical treatment and the pool looks great.

JUST Sports & Fitness have proposed to provide gym equipment to the facility to benefit patron and also attract new ones. The gym will be available at the commencement of next season.

Continued ground keeping.

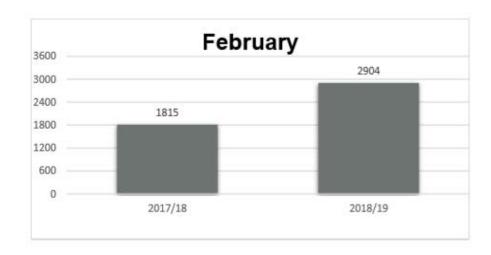
e) Customers

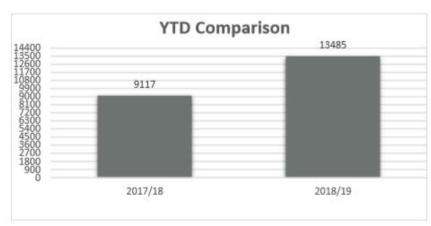
Customer Service Feedback to Council:

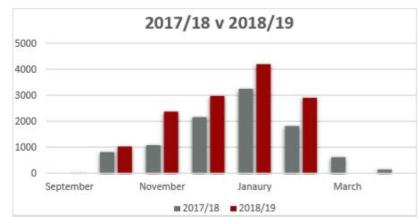
- O Customer Compliments recorded
- O Customer Complaints recorded

Verbal feedback to the facility that the toilet roll dispensers are not adequate, and the toilet door was not working – the door lock has been rectified. Additional locks have been ordered for all doors to the female amenities.

f) Business Statistics



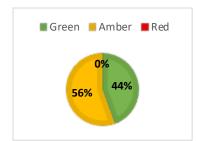




g) Special events, achievements of note, celebrations

Pool closed at end of season. Total attendance for the season 14,770. Surpasses previous season attendance. Planned opening of the Gym next season.

17. Asset Management and Resourcing

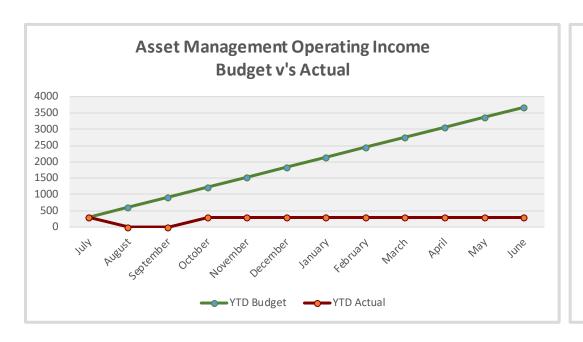


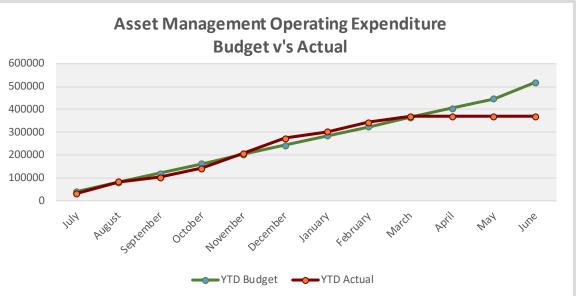
Under the 4 year Delivery Plan Asset Management and Resourcing relates to: review, investigation, survey, design, development and project management; asset investigation, planning, policy formulation and management (both as a bureau service to whole organisation and for transport infrastructure). The Office of the Chief Operating Officer directly oversees these outcomes.

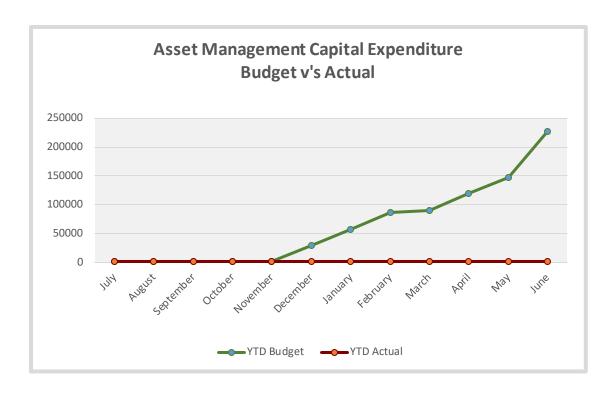
4 Year Delivery Program	1 Year Operational Plan	Officer		Comments: (Business Manager to provide short precis.)
	18/19		0 +1	
DP17.01) Delivery of survey and design works for infrastructure services, including stormwater drainage, transport, and water and sewer infrastructure. **Assets & projects: A - Chief Operating Officer**	Ensure that asset management, project planning and design activities meet agreed quality and industry standards	B: MAPP C: MAPP D: MAPP	•1	Normal industry quality and design standards are being met. RFQ process is being used for the engagement of consultants to undertake investigation and design for major projects. Other projects are investigated within the department where resources are available.
DP17.02) Review and implement planning for footpaths and cycleway infrastructure that is safe for users and supports connectivity and active recreation in urban environments. **Assets & projects: A - Chief Operating Officer**	Review existing plans and identify gaps in connectivity in our Towns and Villages referencing the Pedestrian Access Plan and Disability Inclusion Action Plan.	B: MAPP C: MAPP D: MAPP	0	Review to be undertaken in 2019 initially with an assessment of the current documents to update projects completed to date and then review any outstanding priority items.
DP17.03) Asset planning considers the impact of consumption and cost driven by the increased demand for existing services and attracts a contribution priced to reflect this impact. **Assets & projects: A - Chief Operating Officer**	Undertake annual inspections (or as deemed appropriate) and condition assessment of Council infrastructure and assets.	B: MAPP D: MAPP	0	Ongoing program of inspections and condition assessment being undertaken, and reviewed against the asset registers. The completed Level 3 timber bridges structural assessments will be the subject of a report to Council. Water services asset audit inspections are being scheduled by the Manager Water Services for updating the asset register condition ratings in 2019.
DP17.04) Asset Planning, Policy and Management provide strategic direction and information to Council enabling the sustainable management of its asset portfolio as a whole.	Implement new Asset Management System.	B: MAPP C: MAPP	0	Available options for asset management systems will be investigated later in 2019.
Assets & projects: A – Chief Operating Officer	Review and update the Asset Management Strategy and Policy.	B: MAPP	+1	Asset management strategy to be reviewed in 2019. The asset management plans for water and sewer services, and transport services have been undertaken.
	Prepare and review maintenance, renewal and capital improvement programs for roads, bridges, drainage and other community infrastructure.	B: MAPP C: MAPP	+1	Forward long term programs are being prepared for Transport and during 2019 for each of the respective Asset Management Plans. The 2019/2020 capital

				expenditure programs are currently being prepared based on priorities and engineering inspection.
	Provide asset revaluations when scheduled.	B: MAPP C: MAPP	+1	Transport revaluations are currently being finalised.
	Implement and review a Project Management methodology	B: MAPP D: MAPP	0	Review will be undertaken later in 2019 as resources allow more time to focus on this task. Initial discussions on this process have commenced with the Works Manager.
DP17.05) Risk Management embedded in our Asset Management Planning forms the basis for our intervention programs and our Asset Management practices. Assets & projects: A – Chief Operating Officer	Review and update Council's Risk Register and intervention programs on an ongoing basis in accordance with inspection schedules.	B: MAPP C: MAPP	0	Review to be undertaken in 2019 with updates to the Asset Management Plans and the Asset Strategy review. Initial actions in respect to risks have been drafted for the Risk Manager.

a)Budget







Capital Income:

N/A.

Capital Expenses:

Minimal capital expenditure has been incurred to date.

Operational Income:

Operational budget income will be monitored.

Operational Expense:

Operational expenses have been generally on trend and will be monitored over coming months.

Capital Projects:

	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Asset Management & Resourcing					
1000504. Project Management	0	7,929	10,571	0.00%	Not yet commenced
6205500. Survey Instrumentation - GPS Equip, Cable Detector, Bridge Assyst	0	37,503	50,000	0.00%	Not yet commenced
6205502. Works Depot - Contribution to Washbay	0	0	14,900	0.00%	Not yet commenced
6205507. Asset Management System	1,200	133,336	150,650	0.80%	
	1,200	73,720	226,121	0.53%	

b) Emerging Issues, Risks & Opportunities

Manager Asset and Program Planning position has been appointed. A Technical Project Engineer position is being advertised to assist in the department's technical resources, while administrative demand is high given the extent of additional reporting to external agencies with grant funding and other matters.

c) The Business of Improving the Business

SWOT ANALYSIS

Asset Management & Project Planning - (MAPP)



Strengths

- Good data on road related infrastructure:
- New and more proactive Management Team prepared to innovate;
- Knowledgeable workforce.



Weaknesses

- GIS system lacks consistency, coordination, full population, use, integration with asset management and a consolidated viewing platform e.g. IntraMaps;
- Records/drawings management need to transfer to electronic format awkward server spread of data and inconsistent file management;
- Lack of specific GIS Technical Officer No internal design or CAD services;
- Past reliance on external resources for asset delivery not always a cost effective value.



Opportunities

- Appoint a GIS Officer or Technical Officer;
- Move to use QGIS, IntraMaps for mapping;
- Improve organisational efficiency through integrated Assets and GIS data work stations;
- Develop affordable levels of service for Council assets;
- Maintain assets to a defined level of service, and prioritise expenditure;
- Educate/influence the community on affordability;
- Optimise water and sewer assets;
- Make Tenterfield attractive economically.



Threats

- Failure to achieve target service levels and community dissatisfaction;
- Availability of sufficient funds to manage assets, reduced grant funding access;
- Possible Government Policy and Legislation change;
- Infrastructure demands exceed capacity to supply;
- Shortage of appropriate Technical staff.

d) Customers

There are a number of ongoing matters with customers that are being dealt with as staff resources are able to be prioritised. The attention to these matters will be monitored by the Manager to ensure that attention is given to customer matters.

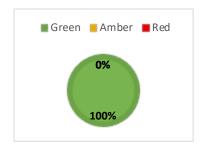
e) Business Statistics

The Manager will develop reporting of business statistics relating to assets as the asset plans and forward capital expenditure programs are developed.

f) Special events, achievements of note, celebrations

No special events at this point.

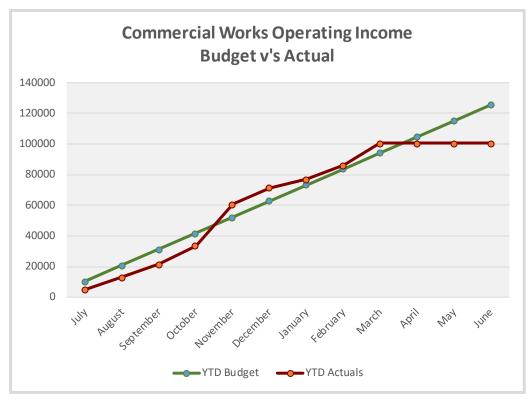
8. Commercial Works

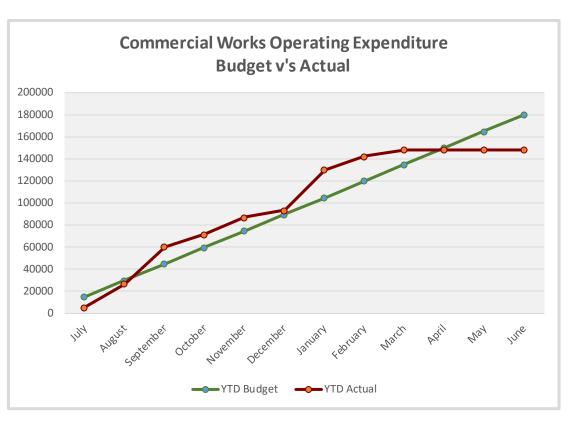


Under the 4 year Delivery Plan Commercial Works relates to: private works management, benchmarking, offsetting costs through creating synergies. The Office of the Chief Operating Officer directly oversees these outcomes.

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP18.01) Deliver Commercial Works in accordance with Council Policy.	Provide quotations for private works requests in a timely manner.	B: MW C: WM D: MW			+1	See below comment.
Private works : A – Chief Operating Officer	Program and undertake private works cost effectively.	D: MAPP			+1	See below comment.
	Identify opportunities for private works to offset costs of asset maintenance and renewal.				+1	Identified that there isn't current capacity. Council's resourcing levels preclude this at this point in time. Also any works done have to be to Council's standards and not detract from Council staff's prime purpose of delivering on Council's Operational Plan. This is particularly relevant at this point in time as we have a huge flood damage program to deliver as well as managing the timber bridges. (However we still do some longer standing private works on behalf of other entities, as they fit into our social license and operational delivery.)

a)Budget





Capital Income:

Comment to be provided in future reports when a new asset manager is recruited.

Capital Expenses:

Comment to be provided in future reports when a new asset manager is recruited.

Operational Income:

Comment to be provided in future reports when a new asset manager is recruited.

Operational Expense:

Note Council's main private works this year in excess of \$100k has been road works on private lands as part of a grant from RMS. The work is on schedule and under budgeted expenditure.

b) Capital Projects

Nil.

c) Emerging Issues, Risks and Opportunities

Comment to be provided in future reports as per above.

d) The Business of Improving the Business

Refer to Section 21. Transport Network, Subsection f, Works (Transport & Infrastructure).

e)Customers

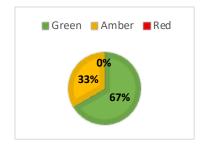
Comment to be provided in future reports as per above.

Note Council's main private works this year in excess of \$100k has been road works on private lands as part of a grant from RMS. The work is on schedule and under budgeted expenditure.

f) Special events, achievements of note, celebrations

The NDRRA funded works, which are essentially private works, are proceeding very well.

19. Stormwater and Drainage

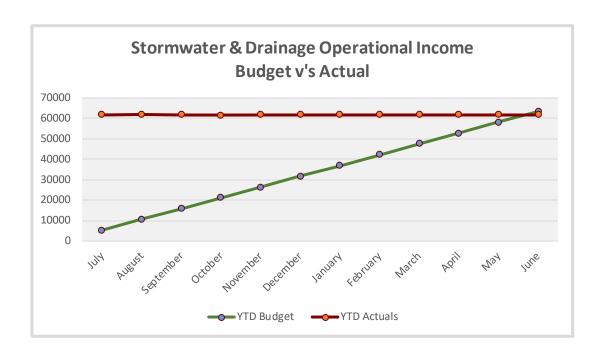


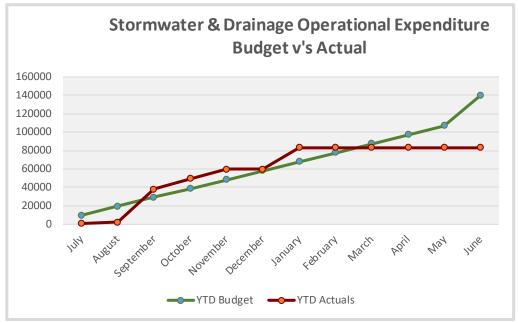
Under the 4 year Delivery Plan *Stormwater and Drainage* relates to ongoing management and improvement of all stormwater infrastructure, gross pollutant traps, natural urban waterways and erosion control apparatus. The Office of the Chief Operating Officer directly oversees the outcomes.

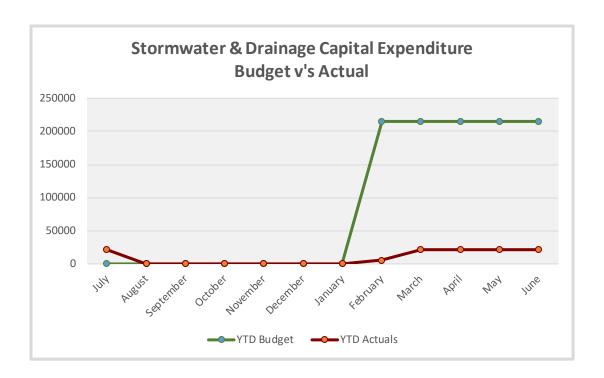
a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments:
DP19.01) Stormwater and drainage infrastructure is provided, maintained and	Maintain and renew stormwater and drainage infrastructure in accordance with the Asset Management Plan.				+1	Maintenance undertaken as required. Renewals on hold while finances are directed to the timber bridge assets.
renewed. Stormwater: A - Chief Operating Officer	Maintain and renew gross pollutant traps in accordance with the Asset Management Plan.				+1	Maintenance undertaken as required. No renewals required at present.
operating erricer	Update the Stormwater Asset Management Plan.	B: MAPP C: MAPP		0		Update planned for 2019 after timber bridge strategy is first finished.

a)Budget







Capital Income:

Internally funded.

Capital Expenses:
Nil expenditure to date.
Operational Income:

Not applicable.

Operational Expense:

Limited to reactive maintenance.

b) Capital Projects

7872502. Tenterfield Mains Relining (1km Year)	298,227	118,197	298,227	100.00%	Work completed
7872503. Tenterfield Mains Augmentation	12,602	47,250	63,000	20.00%	Planning
7872505. Tenterfield Man Hole Level Alterations (Water Infiltration) Renew al	21,144	110,322	147,100	14.37%	Tender aw arded
7872515. Tenterfield Upgrade Road to Tertiary 7872517. Tenterfield Scada System Upgrade	2,221 0	10,000 0	21,766 57,736		Waiting on seal Not yet commenced
7872519. Tenterfield Network Renew al	0	115,353	363,320	0.00%	Tender aw arded
7872522. STP - Dehydrator Replacement	0	0	73,512	0.00%	Out to tender
7872800. Urbenville Sludge Removal	0	0	12,251	0.00%	Not yet commenced
7872801.Remove Sludge from Tertiary Ponds. Renew al of Capacity	0	0	4,695	0.00%	Not yet commenced

The main risk is some intersection locations which have flooded before following rainfall events which exceed the 1 in 5 year ARI capacity of urban drainage capacity, will flood again. There is a limit to what council can with its available funds. Stormwater drainage has to be take a lower priority whilst council deals with more important bridge asset liabilities.

c) The Business of Improving the Business

Refer to Section 11. Asset Management & Resourcing, Subsection f, Asset Management & Program Planning.

d) Customers

No outstanding complaints

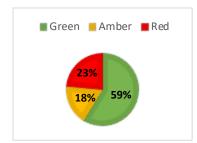
e) Business Statistics:

N/A

f) Special events, achievements of note, celebrations

N/A

20. Transport Network

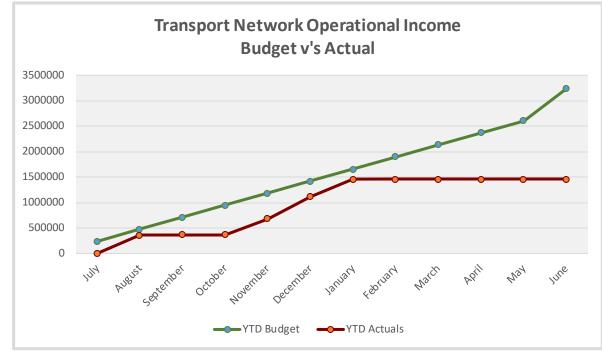


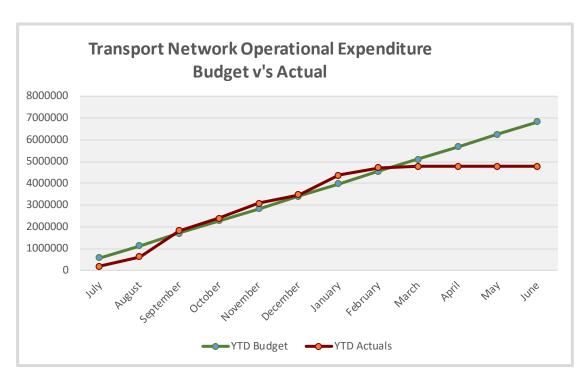
Under the 4 year Delivery Plan *Transport Network* relates to the sustainable management and improvement of all infrastructure used to facilitate transportation: vehicular, aviation, Mt McKenzie and cyclists; car parking; quarries; delineation, line marking, signage and lighting; regulatory compliance; emergency response and on-call; traffic committee administration; and risk mitigation. The Office of the Chief Operating Officer directly oversees the outcomes.

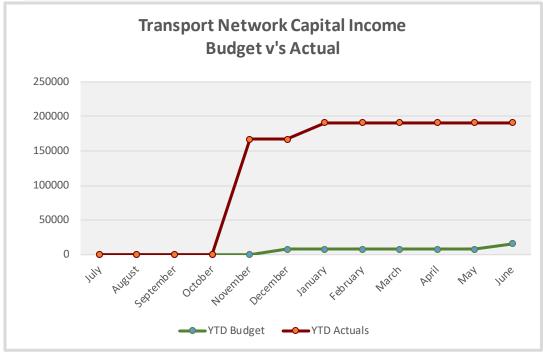
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP20.01) Construction of Transport Infrastructure.	Construct and seal the remaining unsealed sections of Mt Lindesay Road.		-1			Funding needs to be sought for this work.
Roads, bridges and retaining walls: A - Chief Operating Officer	Reconstruct and realign Mt Lindesay Road from Legume to Woodenbong. Deliver the timber bridge replacement program.	C: TPE B: MAPP C: MW			+1	Council staff met with RMS and have now a satisfactory arrangement to progress the \$24 million Mt Lindesay \$24M project. The contract for first 2.4km \$3.5M Dalman North stage has been let. Possession granted to the contractor week ending July 20. The COO meet with RMS to establish a Project Control Group. The group set boundaries on operational matters such as design, tender letting, contract awarding Roading and delivery parameters, as well as funding payments. Council is progressing with the contract for design of the Koreelah Creek bridge strengthening stage of the wider project. Also have gone out to tender for the Big Hill and Koreelah road design sections. The development of a timber bridge replacement strategy has commenced in earnest. Council received a report regarding the first 17 bridges (that have been inspected) in May. The report stated
		D: MW				that 15 bridges needed load limitations and acute management plans put in place. The community information process has commenced. Progressive role out of load limits is occurring. Also happening is a fortnightly meeting of the timber bridges task force to co-ordinate and update on progress. The TSC website is being updated. There is work occurring on temporary solutions to minimise impact of load limts in keeping with the Council resolution. Three grant applications to NSW Govt's Growing Local Economies fund were submitted 7/9/18. The three bridges are Emu Ck on Hootens Rd, Beaury Ck bridges and Boonoo Boonoo bridge on Mt Lindesay Rd. The value of the works on the 3 bridges is \$6.6Million – these grant applications have been successful. The Chief Operating Officer met with Thomas George and RMS's Roy Wakelin-King (executive director answerable to RMS CEO) re \$3M of funding assistance to facilitate interim solutions to minimise community impact. This grant has been awarded totaling \$2.76 million for interim bridge solutions and further testing of bridges. Four community meetings were held in December 2018 (ie at Tenterfield, Torrington, Urbenville & Liston) to update community on progress and listen to concerns. There is ongoing advocacy for additional bridge related funding.

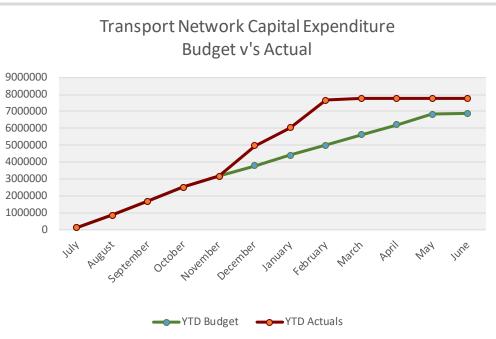
	Implement the resealing program for the Regional and Local sealed road network.	B: MAPP C: MW D: MW		+1	2018/19 reseal program is delivered April/ May 2019. 19/20 program will be called for tenders in June 2019.
	Complete yearly renewal (replacement) of drainage assets as identified from condition ratings from inspections.	B: MAPP C: MW D: MW	-1		No replacement work this financial year. Effort being diverted to the timber bridge assets. 19/20 FY has funding towards some drainage assets.
DP20.02) Maintenance of transport infrastructure.	Implement and review the regional and local sealed road network maintenance program.	B: MAPP C: MW D: MW		+1	Reviewed. Report to August Ordinary Council Meeting.
Roads, bridges and retaining walls: A - Chief Operating Officer	Implement and review the local unsealed road network maintenance program.	B: MAPP C: MW D: MW		+1	Reviewed. Report to August Ordinary Council Meeting.
	Implement and review the bridge maintenance program.	B: MAPP C: MW D: MW		0	Bridge maintenance program is being reviewed in parallel with the development of the timber bridge strategy (which has commenced, see above).
	Ongoing maintenance of road network and cleaning of streets and car parks.	B: MAPP C: MW D: MW		+1	Cark parks maintained.
	Maintain Council's footpath network in accordance with the Asset Management Plan.	B: MAPP C: MW D: MW		+1	Footpaths maintained.
DP20.03) Advocate on behalf of the community for improved service levels across the Shires transport	Lobby State and Federal Governments for funding to reconstruct and realign Bruxner Way from the New England Highway to Sunnyside Loop Road.	B: CE C: CE		0	Commenced. BROC task force initiated. BROC strategy meeting held 10 August. Agenda is to collate all the information available and complete a gap analysis prior to engaging a consultant to complete an independent business case and review of the original determination by RMS. Now that the inland rail project has commenced there will be a need to review past, out-of-date, strategies.
network. Collaboration between entities: State/Fed Gov, Joint Organisation, MOU's: A - Chief Executive	Lobby State and Federal Governments for funding to reconstruct Tooloom Road.	B: CE C: CE	-1		Not commenced. Advocacy efforts being spent on timber bridge replacements and other roads (Bruxner Way). At the present, requesting the State to financially support Tooloom Road will send the wrong signals to decision makers. The most looming issue in the immediate time is maintaining the integrity of our timber bridge fleet. The risk being that decision makers may then misunderstand the level of importance of funding bridges, as the Tooloom Road business case simply won't be robust.
DP20.04) Management of the transport infrastructure assets in response to changing community need.	Implement and review the Road Network Management Plan and the Road Network Asset Management Plan.	B: MAPP C: MAPP	-1		On hold. Resources diverted to timber bridge issues. RNMP to be reviewed in 2019.
Road safety and Traffic Committee: A - Chief	Manage Quarries – Ongoing management of quarries, borrow pits and stockpiles.	B: MW C: MW D: MW		0	Some gravel pits are registered. Other pits are used under Section 94 of the State Environmental Planning Policy (Infrastructure) 2007. Documentation and logging of all these pits is occurring, ongoing.
Operating Officer	Aviation Service – Ongoing management of airstrip.	B: MAPP C: MW D: MW		+1	Airstrip maintained regularly and available for use.
Quarries and stockpiling : A - Chief Operating Officer Aviation : A - Chief	Road Safety and Traffic Committee – Management of road safety (and the Traffic Committee).	B: MAPP C: MAPP D: MW		+1	No outstanding road safety issues.
Operating Officer Roads, bridges and retaining walls: A - Chief	(Physical assets) Review Operational Strategic Plan - Review operational strategy regards grading delivery models involving contracting services in	B: MW		+1	To be further developed in conjunction with 18/19 review of the RNMP and RNAMP. Current NDRRA contract works, renewal works (e.g. Killarney Road), and maintenance and capital works are being delivered with a combination of contract plant hire, internal plant and specialist contractors. This allows council to review business practices in collaboration with others. Council's unsealed network is
Operating Officer	partnership or parallel with current internal service delivery.				improving by monitoring work results and improving on operational routine maintenance practices. Review and standards yet to be formalized.

b) Budget









Capital Income:

Comment to be provided in future reports

Capital Expenses:

- Reseals commenced March 13 2019 but have been delayed due to anticipated weather by the contractor. The contractor has commenced work again, having completed resealing of the Killarney Road and Mt Lindesay, approximately 27km north of Tenterfield. The contractor will visit early May to reseal further sections that were not completed. There will be a final visit in June to seal the Amosfield Road after reconstruction.
- NDRRA Headgate Rd culvert has commenced and Headgate road is closed at the structure until the completion of works. Expect to commence Sawyers Gully culvert mid May 2019 and Woodenbong culvert after Easter 2019. Rivertree culvert has been postponed to next financial year. All of these jobs have Capital expenditure allocated as well. Drainage works continue to occur throughout the shire for NDRRA works. We have requested an 'extension of time' (EOT) from RMS to complete these projects due to the need for more funding from RMS due to environmental and Fisheries permit reasons Council continues to await a decision from the Federal Government, we expect a decision by mid May.
- Other NDRRA works include repair of slips on Plains Stn Road at Fraser's Cutting. Slips on Mt Lindesay Rd between Legume and Woodenbong are complete.
- Repair Program extensive pavement investigations have occurred to assist Council to prepare a fit for purpose design to achieve the best value for money rehabilitation of the pavement on the Amosfield road. We anticipate to commence earthworks in May 2019. The area is of significance environmentally and we have facilitated a scope of works that meets the needs of the environmental considerations. The next four year program for the 'Repair Program' for Regional Roads has been submitted to RMS.

Operational Income:

Grant reconciliation ongoing.

Operational Expense:

- **Eastern Grader** this grader crew are not working in their area due to the complete lack of water. When we get access to water, we will finish Boorook off and then go back to Billirimba. This crew is covering the western grader crew's area grading Rochdale road and a patrol grade along Bluff River Road to cut out the corrugations.
- Northern Grader Grade Beaury Ck, Tooloom Falls, Grahams Ck, Hills, Martins, Mt Clunie and Overcliffe Roads.
- Western Grader This crew is part of the resheeting crew on the Mt Lindesay Road.
- Central Grader -Pavement rehabilitation work on the Bruxner Way.
- **Drainage Crew** Working with the resheeting crew on the Mt Lindesay Rd.
- Urbenville Crew completing drainage work on Tooloom Rd, Sykes Gap and Tin Hut roads.

c) Capital Projects

- The timber bridge at the end of Rocky River road is completely restored as per findings from the Level Three inspection.
- Level Three inspections are complete, the Chief Operating Officer (COO) and the technical officer are reviewing and formulating a plan for repairs. Major bridge components have been ordered for the identified bridges.
- Work has commenced on the replacement of a causeway on the Rocky River Road, located at chainage 16km.
- White Swamp Bridge has a side track in place with a temporary bridge. Materials have arrived to reconstruct the bridge super structure. The side track is not in use yet. Replacement of this bridge will commence after Easter.
- Investigations are occurring for design and ordering of materials as per recent level three inspection reports for Deepwater Ck bridges on Castlerag and Torrington Roads and Hawkins Gully on Billirimba Road. The sidetrack with a bridge is erected over Emu Ck on Hootens Road.
- Council is currently resheeting all the unsealed sections on the Mt Lindesay Road and adding additives to the pavements where needed to prolong the life of the unsealed pavement. This work is funded through the Regional Road Block Grant funding and NDRRA.
- Council is rehabilitating a number of sections on the Bruxner Way, between Mingoola and Back Ck Road.
- Slips on the Mt Lindesay road between Legume and Woodenbong, are completed, once again this is funded by NDRRA. Council is stabilising a number of slips along Plains Stn Rd, through Fraser's Cutting. This work is funded by NDRRA and Drought Relief Heavy Vehicle Access Program
 - Council will commence work in the next month on replacement of culverts at Headgate Road and Sawyers Gully Road. Pending some State approvals, Council plans to commence works on the Maryland River Crossing on Rivertree Road and the flood damaged culvert at Woodenbong on the Mt Lindesay Road at Woodenbong.

- Work has commenced on the replacement of a causeway with culverts at a floodway on the Rocky River Road approx. chainage 15km. A sidetrack is in place.
 Council has commenced replacing the pavers along Rouse St, between High and Molesworth St. This work is funded by Stronger Country Communities Fund.



Headgate Rd Culvert Replacement



Rehabilitation of Bruxner Way



NDRRA Gunyah Rd floodway repairs.



Hootens Rd sidetrack bridge over Emu Ck- under construction



Rocky River Rd causeway replacement.



Slip work commencing on Plains Stn Rd



Resealing Mt Lindesay Rd, approximately 27km north of Tenterfield

Schedule SCCF - Stronger Country Community Fund

Project Number	Project Name	Location	Milestone 1 Co By	mplete	Milestone 2 Com By	nplete	Milestone 3 Com By	plete	Total
SCCF2-1094	Tenterfield Town Centre Revitalisation - Phase 2	Rouse St, Tenterfield NSW 2372	31/01/2019 \$66,000	+1	29/11/2019 \$66,000	0	30/06/2020 \$68,000	0	\$200,000
Comments	Pavers ordered and stored	in the Council depot. Contract	tor appointed – pa	ving has	commenced betwe	en High	St and Molesworth	St.	

	0	37,336	0	0.00%	
	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Theatre & Museum Complex 5000506. School of Arts Complex - Restoration Works		0	249,308	6.73%	
5005509. School of Arts - Update Theatre Lighting	16,784 0 16,784	<u></u>	30,000 277,974	0.00% 6.04%	Not yet commenced
	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Transport Network					
6215500. MR622 Repair 2015/16	0	0	47,469	0.00%	Not yet commenced
6215510. Regional Roads Block Grant - Reseal Program	129	177,750	350,000	0.04%	Cost allocation to be reviewed and journal prepared if necessary
6215514. Roads to Recovery 2014-19	550,009	608,616	1,693,270	32.48%	
6215528. Stormw ater Works - Investigate Rouse Street	0	37,503	50,000	0.00%	Not yet commenced
6215530. MR622 Repair 2017/18	278,413	0	274,922	101.27%	
6215531. Special Grant Mt Lindesay Road	3,309,990	0	2,549,405	129.83%	
6215532. NDRRA 2017 - 12 March - Local	971,922	3,121,947	1,557,140	62.42%	
6215533. NDRRA 2017 - 12 March - Reg. 6215534. MR622 - Ch 28 to Ch 29 (Safer Local Roads)	2,312 214	0	54,859 54,304	4.21% 0.39%	Offset by Income from RMS
6215535. Jubullum - Public Internal Road Upgrade (Aboriginal Communities)	519	0	9,747	5.32%	
6215536. Jubullum - Upgrade T intersection at Plains Station Road	12,645	0	0	0.00%	Cost allocation to be review ed
6215538. NDRRA 2017 - 28 March - Local	695,100	0	2,117,631	32.82%	255. 35341011 10 25 15 1011011 04
6215539. NDRRA 2017 - 28 March - Regional	412,018	0	768,440	53.62%	
6215541. MR290 Repair Program 2018/19	50,184	0	0	0.00%	Cost allocation to be reviews and journal prepared if necessary
6215545. DRFA 2019 Declaration Expenditure	8,872	0	0	0.00%	, , , , , , , , , , , , , , , , , , , ,
6220270. Boonoo Boonoo Bridges Mt Lindesay Road - Restarrt NSW Funding	274	0	0	0.00%	
6220275. Emu Creek Bridge Replacement - Hootens road - Restart NSW Funding	15,693	0	0	0.00%	

d) Emerging Issues, Risks and Opportunities

• The Regional Road Block grant allocation supplies 'just' enough money to maintain the running surface asset but the allocations do not allow for asset replacement. The Regional Roads have a higher 'level of service' asset installed when built by the State Government than when the same were gifted over to Council. Into the future, we need to source funding for these asset replacements that we have inherited, unless BROC are successful in their advocating to the RMS that the road be re-declared highway status.

e) The Business of Improving the Business

- Four grant applications have been prepared various bridge replacements and road reconstruction of the first section of the Bruxner Way, combined with Sunnyside Platform Road.
- 3 bridges Beaury Ck, Emu Ck and Boonoo Boonoo Ck have received funding. Council have received funding to continue bridge level 3 inspections (\$170k) and for \$2.6M of bridge funding to put in place interim solutions that would see most load limits taken away over the next 2 years for a period of 5 to 20 years as Council progressively replaces its problematic timber bridge inventory over the next 20 years.
- Sourcing funding for the sealing of all the unsealed sections on the Mount Lindesay Road between Tenterfield and Legume in the coming years.
- Council continues to lobby the State government to increase the Regional Road Block Grant funding for normal routine maintenance and asset replacement.
- Commenced reviewing our grading and resheeting practices of Council to achieve a best outcome for expenditure, to assist the asset to last longer between maintenance grades under reasonable conditions. We are achieving better results because of consistent crossfall in our maintenance grading practice and the dedication of a rural backhoe to doing drainage works.

SWOT ANALYSIS

Works (Transport & Infrastructure) - (MW)



Strengths

- Reasonable data and records;
- Modern Plant and Equipment;
- Good maintenance and customer service responses;
- Road Network/Asset Management Plan;
- Interdepartmental communication;
- Multi skilled, local workforce with good area knowledge.



Weaknesses

- Shortfalls in Construction skillsets, design/technical staff, and succession planning;
- Reactive rather than proactive;
- Reliance on Grant funding;
- Area to be covered and high resource need, with large infrastructure base;
- Limited planning, design, project and asset management resourcing until recently;
- Access to good road base;
- · Poor network coverage.



Opportunities

- Obtain more Grant income;
- Improve systems and processes;
- Access more private works;
- Increase staff and resources;
- Increase use of technology mobile asset management systems;
- Innovation in road building, bridge construction and maintenance overall;
- All staff at Depot part of same engineering team.



Threats

- State and Federal cost shifting;
- Acquiring new assets without corresponding resources;
- Climate change;
- Less annual funding;
- Increase in service levels without resources, shifts in priorities that are unplanned.

f) Customers

Customer requests form a major part of our operational response. If a reported incident exceeds the intervention level set out in the Road Network Management Plan, we are required to respond within set timeframes.

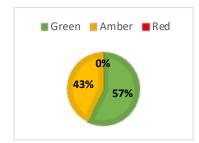
g) Business Statistics

Comment to be provided in future reports

h) Special events, achievements of note, celebrations

By closely managing the NDRRA works in conjunction with planned maintenance; such as gravel resheeting, maintenance grading and drainage works, operational efficiencies have been gained by reducing mobilization and demobilisation costs which has resulted in more resources being delivered on the ground.

21. Plant, Fleet and Equipment

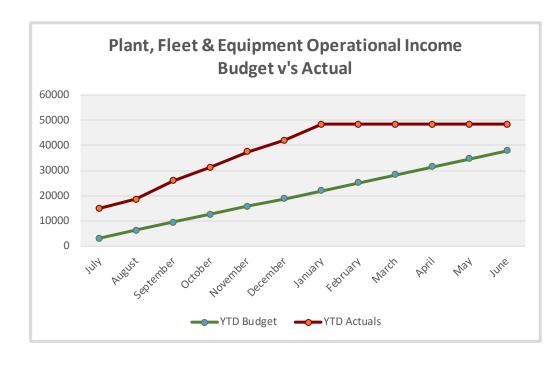


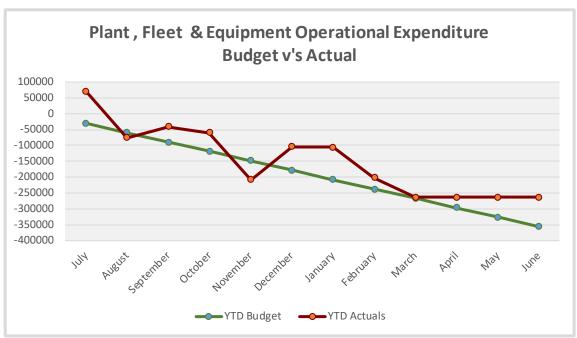
Under the 4 year Delivery Plan *Plant, Fleet and Equipment* relates to: effective provision and management of plant, fleet, equipment, store and depots; and tendering and procurement. The Office of the Chief Operating Officer directly oversees these outcomes.

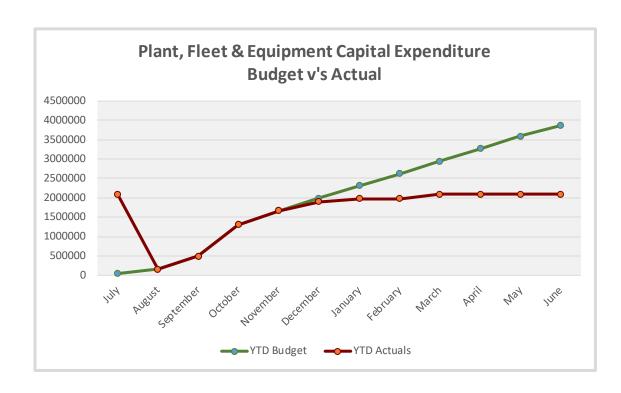
a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	0	+1	Comments: (Business Manager to provide short precis.)
DP21.01) Maximise productivity of Council fleet and stores service. Depot, Store: A – Chief Operating	Arrange safety and other inspections of Council Depot and Store, applying corrective actions where required, in accordance with Council procedures.	B: MW	0		Up to date inspections include: Fire Extinguishers, First Aid Kits, Liftings Chains, Pressure Vessels, Safety Harness and Gas detectors and other confined space items.
Officer					WHS inspections yet to be performed.
Fleet & Plant : A – Chief Operating Officer	Arrange safety and other related inspections, applying corrective actions where required, of Council assets and fleet in accordance with Council procedures.	B: FC		+1	Completed 90%. Approximately 10% of inspections extend beyond the prescribed 3 month period. Fleet is achieving its benchmark in this area. The direct product of its now full complement of staff.
Procurement and tendering framework : A – Chief Operating Officer Depot, Store, fleet & plant : A – Chief	Delivery of Plant Maintenance Program.	B: FC C: FC D: FC		+1	Approximately 90% of Fleet asset maintenance is conducted within a week of falling due; maintenance is conducted in line with industry best practice. Gains have also been made in this area with a full complement of staff.
Operating Officer	Maintain and review stock inventory records to ensure accuracy of information and adequacy of stock levels.	B: MW D: Store		+1	Store stock levels have been audited during June 2018.
	Ongoing implementation of Fleet Asset Management plan.	B: FC C: FC D: FC	0		Analysis, reporting and review of some key management areas have been impacted by staff shortages. Significant gains are now being made in this area.
	Ongoing delivery of the Plant Replacement Program.	B: FC C: FC D: FC		+1	Four replacements have carried forward from last financial year, There are seven items in this year's program seven of these have been completed to date. Procurement has commenced on 2 further items with submissions pending.
	Depot Master Plan Development.	B: MW C: MW	0		Depot Master Plan has commenced with a steering committee including Fleet Coordinator, Property, Building & Landscape Coordinator and the Works Manager. Other stakeholders will be involved as the plan progresses.

b) Budget







Capital Expenses:

Capital renewals are prescribed in the Plant Replacement Program in line with councils 10 Year Fleet Asset Management Plan, delivery of some items have extend into the 18/19 financial year as a direct impact of staff resource shortages; and include:

- Unit 390 Wood Chipper, Order placed currently awaiting delivery on the 15th April. Completed.
- Unit 100 Mini Excavator, (delay requested by Works manager)
- Unit 361 Fuel Trailer, delivery 22nd December. Completed.
- Unit 10 Bridge Truck. Cab chassis to be purchased through LG Procurement under government contract ongoing, crane fitment to be procured through three quote process.

Items prescribed in the 2018/19 Plant Replacement program are as follows:

- Unit 17 Watercart, review of council's current tender spec work in progress, meetings held with key stake holders and specification amended, tender panel selected and Tender advertisement in draft stage.
- Unit 338 Slasher, delivery 23rd November. <u>Completed</u>.
- Unit 307 Flat Bed Tandem Trailer. After a condition and needs analysis, renewal of this asset is not required, funding will be utilised for an increased scope of unit 390 Completed.
- Unit 305 Tandem Box Trailer, delivery 1st February. Completed
- Unit 68 Grader, review of council's current tender spec work in progress, tender scheduled late March.
- Unit 422 Builders Trailer. After a condition and needs analysis, renewal of this asset is not required, funding will be utilised for an increased scope of unit 390 Completed.
- Unit 101 Franna Crane, second hand unit delivered 15th October. Completed

c) Capital Projects

	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments	
Plant, Fleet & Equipment 6210500. Public Works Plant - Purchases	2,096,955 1,970,768	2,081,241 1,849,992	3,868,000 3,868,000	54.21% 50.95%	-	

Operational Income:

Recovered through plant charges, fleet income is indicating a 3.72% deficit for March, this being party due to the reduction in Councils mowing operations.

Operational Expense:

Fleet operational expenditure was 4.4% over budget for March, with current harsh environmental conditions placing challenging demands on council's fleet assets.

d) Emerging Issues, Risks and Opportunities

NIL

e)The Business of Improving the Business
The Fleet Coordinator and Senior Mechanic attended the IPWEA National Fleet Conference, key areas of discussion were:

- Telematics in the automotive industry,
- COR (Chain Of Responsibility) legislation in the transport sector,
- Operator competency and licencing responsibilities,
- Fuel tax credits, and systems,
- Fleet Management software solutions,
- Electric and Hybrid vehicles in the public sector,
- Maximising recovery at disposal.

On the last day of the conference delegates attended a technical tour of the Komatsu assembly plant, and the Mack/Volvo factory. The Mack/Volvo factory outputs 18 trucks a day at their Brisbane facility. Both tours were extremely interesting and showcased the local manufacturing in Australia.









SWOT ANALYSIS

Fleet - (FC)



Strengths

- Modern, diverse and flexible fleet with annual funding in line with Fleet Asset Management Plan;
- Functional workshop with onsite service capability;
- Motivated, skilled staff who enjoy positive customer/supplier relationships, effective management and prompt response times;
- Facilities include, emulsion storage, vessel/mixer, sizeable Store, pipe and element areas, safety, signage and staff areas.



Weaknesses

- Staff numbers requires Contractor use to meet KPI's, some succession planning needed;
- Network coverage for communication to remote parts of Shire;
- Age of some infrastructure imposes demands on equipment;
- Training in Software use;
- Lighting, AdBlue, shelving and small plant maintenance monitoring, access and Depot funding, wash down bay, trade waste;
- Administration support and local skills availability.



Opportunities

- Private works for heavy plant and fleet maintenance, external hire of plant and equipment, sale of stores to external customers;
- Revised Fleet structure;
- Satellite telemetric systems to enhance vehicle safety, reduce premiums;
- Driver and Operator training to enhance skill;
- Boom gate, fueling station, Grant to upgrade Depot;
- Air conditioning repair and hydraulic hose manufacture.



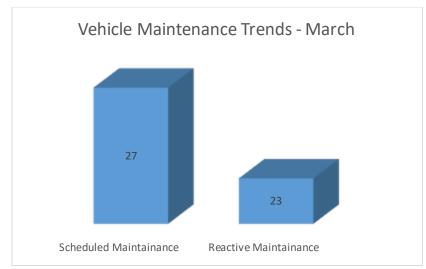
Threats

- Technological change to skill base requirements or emission standards;
- Damage to Plant due to terrain and environment;
- Loss of external customers;
- Storage tank failure and impact;
- Lack of backup generator at Depot;
- Staff churn;
- Cost increases.



Support to all internal customers is ongoing, including mechanical and technical assistance, and provision of fleet assets through a system of internal hire.

g) Business Statistics



Plant Utilisation - Hire Charges

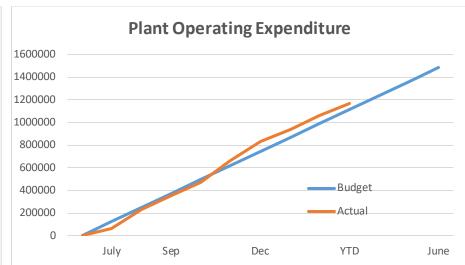
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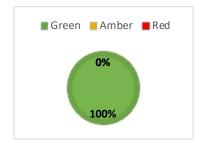
50 Vehicle maintenance orders conducted in November Ratio 1.17:0, Target >3:1.

Fleet utilisation is indicating a 3.36% deficit for January.

The plant expense budget was 7.17% over budget for January.

h) Special events, achievements of note, celebrations $\ensuremath{\mathsf{NIL}}$

22. Waste Management

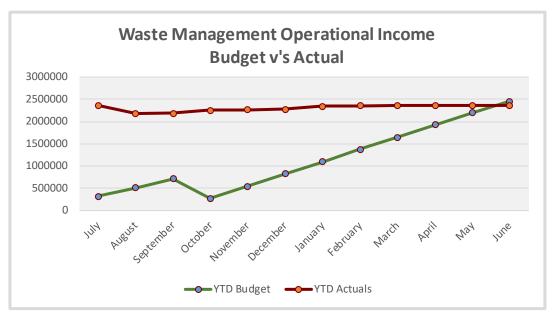


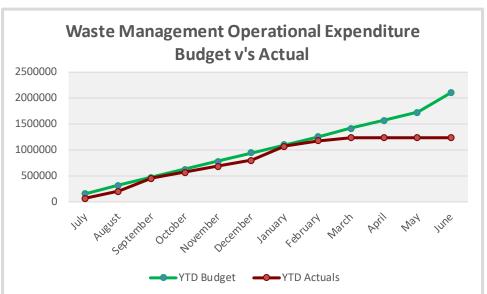
Under the 4 year Delivery Plan Waste Management relates to ongoing and sustainably managing waste: reduction; recycling; landfill remediation and development; and public education. The Office of the Chief Operating Officer directly oversees the outcomes.

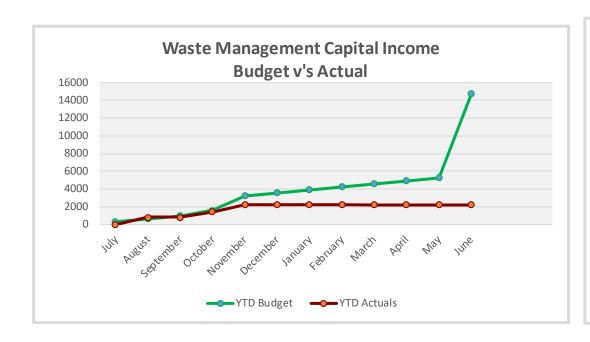
a) Delivery and Operational Plan precis

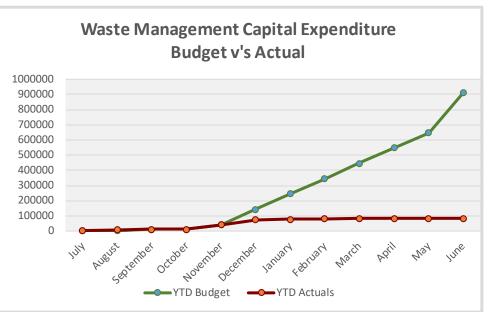
4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP22.01) Investigate and implement strategies to	Provide recycling services in line with existing service levels.	B: MWW D: MWW			+1	Operational staff continue to provide an excellent service in line with service level agreements
reduce waste produced by households and industry across the Shire.	Delivery of the Tenterfield Shire Council Waste Management Strategy.	B: MWW C: MWW D: MWW			+1	The waste management strategy will be implemented in 2019. Grants have been applied for to assist with this process in March 2019.
Waste & recycling: A -	Development of Boonoo Boonoo Landfill New Cell Construction Stage 1, subject to the review of waste management practises.	B: MWW D: MWW			+1	Waste management review is finalised, brought to the ordinary meeting of Council in Dec 2018, implementing recommendations as directed.
Chief Operating Officer	Commencement of Torrington Landfill staged closure. Development of Torrington Waste Transfer Station, subject to the review of waste management practices.	B: MWW C: MWW			+1	Report going to Council with recommendations additionally grant to convert to Waste Transfer Station has been submitted. Report to Council in for land acquisition approval at Mingoola for WTS.
	Commission study to develop scope for the closure/remediation of the Tenterfield old landfill cell to EPA requirements.	B: MWW C: MWW			+1	A new study needs to be undertaken to define the scope of works. Application for funding has been sought and applied for in March 2019.
	Assessment and implementation of waste disposal and landfill management feasibility study recommendations.	B: MWW C: MWW			+1	Feasibility study has been commissioned for works
	Continue investigations and implementation of processes and systems to reduce waste.	B: MWW C: MWW			+1	Green waste infrastructure organics processing grant submitted and acknowledgement of receipt provided 6/09/2018 advisement of unsuccessful application re-application pending advice in April. Investigations for e-waste collection network continue, potential to supply to QLD however tariffs are prohibitive. Re-establishment for cardboard processing is underway.
	Community Education Program, targeting schools and businesses.	B: MWW C: MWW D: MWW			+1	A program is being developed around worm farms for schools, worm farm progressing with design and first prototype; final designs completed, equipment ordered awaiting delivery. We have a school EnviroMentors program coming later in the year. This is part of our agreement with NIRW. School presentations have occurred provided by Council staff in March 2019.
	Investigate the option of powering all WTS, utilising Solar Power.	B: MWW C: MWW D: MWW			+1	Solar including capacity to store as battery banks have been investigated with feasibility analysis underway for Drake. Legume and Listen where considered for this option however resourcing constraints provided generator energy considerably more cost effective for these sites. Urbenville and Tenterfield remain to undergo assessment.
	Waste Reduction Education – Investigate, develop and implement waste reduction education.	B: MWW C: MWW D: MWW			+1	Colouring books have been received about a range of waste related issues. Schedules are underway for a presentation to schools about waste and reducing our waste First presentation completed a success.

a) Budget









Operational Income:

Continues to have a small outstanding balance expected to be reconciled.

Operational Expense:

Council's operational budget is currently on-track - depreciation is yet to be included.

Capital Income:

Capital income is provided by sales that were expected to remain static this is demonstrated by income finalized by June 2018. Some items that are in the Operational Plan are not reflected in any of our financial programs.

Capital Expenses:

Capital Expenditure is provided by budgets for normal business function including renewal/replacement of assets and asset creation. Spend to date is low due to some major project being put on hold – see information below.

The current capital works expenditure to date is shown in the table below. This figure does not show outstanding Purchase Orders or invoices that have not yet been processed. Some of the capital works budget, such as the Boonoo Boonoo Landfill Site Design, has commenced with hydrology study underway and REF awarded with commencement expected in May since the review of the Waste Management business. The works for Torrington Landfill are also on hold until pending outcome of grant application. A Council resolution for Mingoola is required to be obtained, determining the way forward for the site (see h - Council Reports). There may be some cost savings in purchasing double the infrastructure to set up both the Torrington and Mingoola sites.

b) Capital Projects

b) Capital Projects					
	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Waste Management					
7080500. 240L Wheelie Bins	783	1,503	3,934	19.90%	On-going On-going
7080503. Industrial Bins	4,657	4,500	47,594	9.78%	On-going
7080550. Boonoo Boonoo -Water Tank	0	0	1,500	0.00%	Not yet commenced
7080551. Tenterfield WTS - Leachate collection	0	0	31,659	0.00%	On-going
7080553. Boonoo Boonoo - New Cell Reconstruction	0	0	150,000	0.00%	Not yet commenced
7080554. Boonoo Boonoo -develop/operate	0	0	10,000	0.00%	Not yet commenced
7080555. Boonoo Boonoo - New Cell Remediation Asset (Non Cash)	0	0	50,000	0.00%	EOFY transfer
7080556. Boonoo Boonoo - Landfill Site Design	13,234	1,125	5,000	264.68%	
7080692. Legume - Awning with Pad	0	0	7,900	0.00%	Works completed
7080712. Liston - Aw ning with Pad	620	0	7,963	7.79%	Works completed
7080557. Toilet Facilites Boonoo Boonoo Landfill	0	0	17,000	0.00%	Planning
7080558. Tip Shop Drake, Liston & Tenterfield	0	0	17,000	0.00%	Planning - materials sourced
7080559. Green Waste Hungry Bin - School Trial	2400	0	5,000	48.00%	Prototype completed
7080720. Mingoola - Open Transfer Station	493	0	70,000	0.70%	Planning
7080731. Torrington Landfill - Capping Cell	0	0	75,000	0.00%	Grant underway
7080732. Torrington Landfill - Convert to Transfer	0	0	70,000	0.00%	Grant underway
7080819. Tenterfield Meet EPA Requirements	0	187,497	250,000	0.00%	
	22,187	194,625	819,550	2.71%	-

c) Emerging Issues, Risks and Opportunities

The changes in the Chinese recycling acceptable limits poses a major threat to our operations with a possible increase in gate fees from Lismore City Council to accept and process our recycling. There is also a high risk of recycling loads being rejected and thus having to go to landfill, which would result in additional charges over and above the current recycling forecast. Investigations are continuing to negotiate against increases and examine operational cost NIRW has provided a proposed agreement documents as well as Lismore in September 2018. These documents have been reviewed to enable further negotiation with Lismore. Additionally, Lismore MRF glass recycling plant has suffered a major failure. These issues where taken to Council in November. The CDS refund scheme was signed with commitment to pursue options including feedstock agreement and alternatives.

Mexican Glass price to drop for commodity is still impacting our recycling agreement with Lismore requesting additional fees to assist in repair.

EPA is tightening controls on landfill operation requirements posing a risk for both Boonoo Boonoo and Torrington landfill sites.

There is a risk of the EPA issuing fines if we do not comply with current standards. Whilst EPA have in the past expressed concerns on the existing Boonoo Boonoo landfill, long time frame piezo hole water level monitoring does not support the concerns, and Council has a Master Plan for the staged development of the Boonoo Boonoo landfill site which potentially could operate for another 50 years' subject to new cells being built when needed. Any consideration of extending and re-opening of the old Sunnyside loop Tenterfield landfill site for landfilling purposes in place and the early closure of Boonoo Boonoo, as suggested in the dated 2013 Waste Management Strategy, needs to reconsidered in any future review of the Waste Strategy as such will have large financial implications coupled with potential community backlash in view of close proximity to town and encroaching residential development. Investigations into viable long term alternatives continue. (Note by Chief Executive: Refer to Waste to Energy Report May Ordinary Council Meeting.) Establishing the new cell at Boonoo Boonoo has commenced with contract hydrology report sent to tender and awarded. The contractors will be on-site on 10 April to commence the installation of the new monitoring bores and to begin on-ground investigations. The REF (review of environmental factors), with brief prepared, sent to quotation and awarded. Works on the REF are expected to begin in later April 2019. Design quotation for cell lining will be linked to hydrology and REF outcomes. A new pit was undertaken for asbestos (Figure 2).

Green waste processing; the green waste piles at all sites are becoming large and the last contract for mulching has expired. We are looking into options to better manage our green waste and initial investigations for contractor to process provided high costs, investigations continue. The EPA requirements for testing to enable the selling of raw green mulch are onerous. Grant opportunities to provide value adding for compliance have been submitted and Council are now awaiting announcements. Discussions with the EPA, require Council to undertake methods for biosecurity to eliminate the chance of weed seed propagation requiring proof of high temperatures obtained in the process of composting mulch, undertaking this process will allow new green waste deposited at the WTS's into a viable income stream.

Potential hazard for the safety of staff occurred at closing time for one of the transfer stations, Patrons are reminded that there are conditions of entry to the transfer stations and as with all business Council can refuse entry.

Opportunity to value add by re-commencing cardboard collection and baling have continued with a service of the bailer raising issues of water damage. The site was inspected, with plans created to refine the housing of the press and cardboard bay to allow for more efficient handling, quality and transportation as weekly/bi-weekly pick-ups of recycled materials. Some estimates to provide the cover and bay have been received; under Council resolution staff have progressed with award of contract. The works are underway, with the pad cleared and ready for the construction of the roof and slab to be poured (Figure 2 and 3). To ensure value for Council additional drainage works commenced on-site to rectify some longstanding issues behind the pound site (Figure 4).

Local resident sought refuge at the landfill







Figure 2 and Figure 3 Tenterfield Waste transfer Station, Before and After pad development April 2019

Figure 4 Drainage works February 2019

Some of the Drum Muster cages have been constructed by the Workshop, which will enable all our WTS's to accept Drum Muster containers. A new initiative as Chem Clear for the collection of unwanted or out of date Agricultural chemicals is expected to commence with pick up of registered chemicals in March 2019. Registration requires label manufacturer, expiry date, size of container, estimate of what's left and condition of container. Booking essential at; phone 1800008182 or email www.chemclear.com.au. Chem Clear will be onsite at Tenterfield waste transfer station on the 2nd May 2019 at 10:30am - 11:30am.

Residents impacted by fires in the Tabulam/Drake and Wallangarra/Jennings are advised to contact LawAccess NSW's dedicated <u>Disaster Response Hotline 1800 801 529</u>. Information related to the Fires are provided on Council's website see link https://www.tenterfield.nsw.gov.au/news/fire-recovery-information. A chemical collection will be scheduled utilizing TOX FREE initial dates, for any advice on chemicals please contact TOX FREE 1300 869 373 or see website https://www.toxfree.com.au

The Mingoola WTS proposal is under project investigation; preliminary and secondary site investigation and assessment has been undertaken. Costs have been identified for site conversion with the work required to acquire property commencing. Additionally, initial quotations have also been received for site work these works are expected to commence by end of May this Year.

An inspection by the EPA occurred in January at various sites in Tenterfield and Urbenville with Urbenville WTS examined.

a) The Business of Improving the Business

Discussions are continuing with the EPA to ensure that the product does meet the required standards. Information obtained from the EPA provides for a site by site approach, with trials expected to provide the information. The initial stage 2 and 3 of the small trial has been completed, with best mixtures and timeframes determined. The second phase of the trial to cover the landfill completely as a daily and intermediate cover is underway with equipment selected under assessment. Due to staff shortages phase 2 of the trial is expected to commence in May 2019.

Investigations continue for the construction of purpose built 'Tip Shops' with initial designs to provide element protection, some used roof sheeting has been saved for this purpose pending review of sale trials. The sale trials to; repurpose items and reduce the amount of waste sent to landfill, commenced in late February 2018 at Drake, Liston and Tenterfield Waste Transfer Stations (WTS). January to April information demonstrate modest sales, however the volume of space saved from not returning these items to landfill is expected to become significant. Commencement of works at Tenterfield with installation of the tip shop pad in April 2019.

Installation of new window split window at the Tenterfield transfer station has alleviated the window weight for operators as a safety concern see Figure 5. Transfer station upgrades to include awnings (Liston and Legume) as well as air-conditioning and anti-theft devices have been installed at Drake with other Transfer stations under rolling installation. Theft of water at Drake in February has seen the need to include anti-theft devices.

Arrival of new battery powered cash registers will allow the smaller transfer station's staff the ability to process customers easily and provide electronic receipts (Figure 5). Additionally, a new register was purchased for Tenterfield (Figure 6). Additional training will be scheduled for operation of registers before deployment.



Figure 5 New Battery powered register April 2019;



Figure 6 New Tenterfield Register2019

We have been provided with information from containers collected from our CDS - Tenterfield Shire has collected a total of 1,825,776 containers (1 December 2017 to 24 June 2018: 528,333; 25 June to 30 December 2018: 1,297,443). Waiting for updates from Cleanaway.

SWOT ANALYSIS

Waste Services - (MWW)

S

Strengths

- Few Customer complaints;
- 20 Year engineered Landfill at Boonoo Boonoo;
- Modern Waste Transfer Stations;
- Staff competence, dedication and support of change and management experience;
- Multiskilling and succession planning;
- Support from Northern Inland Regional Waste (NIRW);

W

Weaknesses

- Limited financial resources and ability to raise revenue;
- Staff shortage/establishment limits.
- Public perception of waste management as a low value function.

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b) Customers

Our customer base is the public, other Council departments and contractors. Our waste operational staff continue to assist the community with waste.

c) Business Statistics

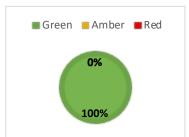
Tenterfield has recycled 1,313,662 containers through the Container Deposit Reverse Vending Machine, averaging 6,000 to 7,000 containers recycled per day. Our CRC has also collected 4,263 tonnes of waste since opening in January 2018. The scheme nationally has reached 1 Billion in containers collected.

d) Special events, achievements of note,

A review of the waste services business is continuing and includes;

- Council's Staff undertook an audit of the types of bins residents are utilising for waste disposal as 240 Litre and 120 Litre bins. Residents can check which size of bin they are paying for as they are listed on Council rate notices. The bin audit ensures that Council and residents are receiving the correct rateable amount for the waste service.
- Audits of Yellow lid recycling bins continue to be undertaken by Council staff to ensure that there is no contamination in recyclable material collected. Contamination of recyclable material costs the community of Tenterfield. This is because contaminated recycling is rejected by the Lismore's Materials Recovery Facility to the sum of \$250 per tonne and disposed of in landfill. Residents found to be utilising the recycling bin for rubbish will be issues with warning notice and or penalty for continued contamination.

23. Water Supply

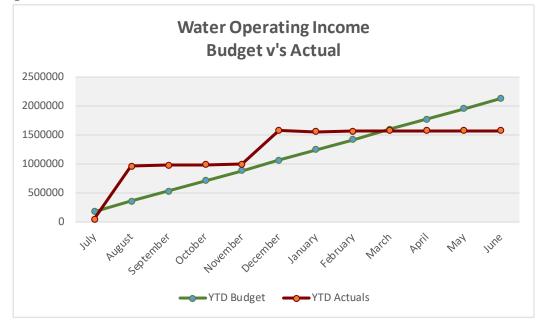


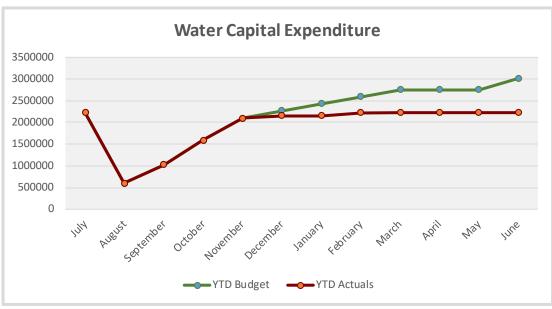
Under the 4-year Delivery Plan Water Supply relates to: ongoing water catchment, storage, treatment, distribution, monitoring, regulating, reporting, compliance, charging and administration. The Office of the Chief Operating Officer directly oversees the outcomes.

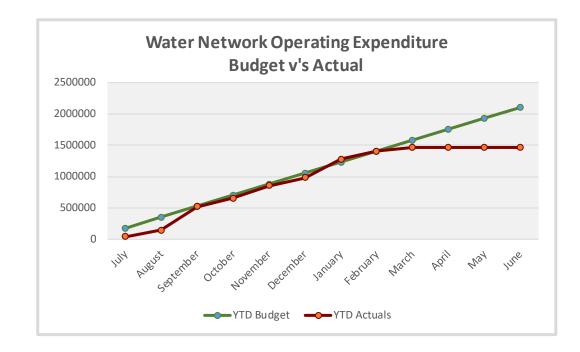
a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP23.01) Ensure effective and efficient delivery of water services in accordance with existing service levels. Water & Sewer: A - Chief Operating Officer	Review and assessment of Urbenville Water Treatment Plant Concept Design.	B: MWW C: MWW			+1	Urbenville WTP was built in 2009. There is no Concept Design at this stage, proposal in initial stages to aid pre-treatment. NSW Health and DPI are providing some support to help optimise the operation of the plant – they undertook a site visit during August. More investigations are required however suggestions for optimisation are being implemented including provision of a sludge drying pad at Urbenville and a settling tank.
	Investigate funding opportunities for the construction of a new water treatment plant at Tenterfield.	B: MWW C: MWW			+1	Discussions with NSW DPI during a consultation session to revise Councils Drinking Water Management Plan about Safe and Secure Water Funding and how the application process works. Council staff where encouraged to pull together some information for the EOI – stage 1 of the application process. The EOI has been submitted and Council will wait to hear if we have moved onto Stage 2 – Detailed Application. We except to hear early 2019 if we are successful in moving into Stage 2. Notice has been provided that we are successful in attaining funding as \$7 Million for the new plant.
	Construction of Tenterfield Dam Upgrade Project as contracted.	B: MWW C: MWW			+1	Works are complete. Leeds have left site and Council has resumed operations
	Tenterfield Valve Renewal Program.	B: MWW C: MWW			+1	Works are continuing.
	Jennings Water Mains Replacement Program.	B: MWW C: MWW			+1	Works for this financial year are continuing
DP23.02) Implementation of Water Quality Assurance Framework in accordance with the Public Health Act.	Implementation of Water Service Strategic Plan in accordance with NSW Office of Water Guidelines.	B: MWW C: MWW			+1	Works are underway to ensure compliance.
Water & Sewer: A - Chief Operating Officer	Delivery of ongoing water quality monitoring program.	B: MWW C: MWW D: MWW			+1	Ongoing. Water quality policy adopted by Council. Yearly report has been submitted. The updated Drinking Water Management System has been finished. This report also lists actions to undertaken.

a) Budget







Operational Income:

N/A

Operational Expense:

The operational expense is progressing as expected with finalisation of maintenance expected to be complete by the end of financial year, some works have been delayed by works at the dam. The expense budget has a number of items that are required to be budgeted for as part of the Australian Drinking Water Guidelines for potential water treatment issues, such as Algae Control which have been required. There is also some training is required for our staff, the courses (external) have not yet been run. Some scheduled maintenance tasks have also been delayed due to emergency repairs required on both the water and sewer infrastructure due to lack of staffing resources.

Capital Income:

Not an issue. All claims have been made upon the NSW Government- DPI Water.

Capital Expenses:

The current capital works expenditure to date is shown graphically and in table form below. Figure 1 shows figures including and excluding the Dam Construction works. The majority of Capital expenditure is associated with the dam wall upgrade project which is now completed.

The Flood Warning System upgrade works including the gas bubbler have not been undertaken, as we have applied for a grant to offset some of the costs. We have been made aware that we have been successful in the grant, formal notice along with the grant conditions and deed have been received. Other works, such as the Tenterfield Sludge Removal is dependent on site conditions and has been completed for Tenterfield and scheduled and nearing completion for Urbenville with works undertaken to empty a lagoon.

b) Capital Projects

7080731. Torrington Landfill - Capping Cell	0	0	75,000	0.00%	Grant underway
7080732. Torrington Landfill - Convert to Transfer	0	0	70,000	0.00%	Grant underw ay
7080819. Tenterfield Meet EPA Requirements	0	187,497	250,000	0.00%	
	22,187	194,625	819,550	2.71%	-
	18/19	18/19	18/19	18/19	
	YTD	YTD	Full	Percentage	Comments
	Actuals	Budgets	Year	Spent	
	March	March	Review 2	•	
	111011 011	a			
Water Supply	mai on		11011011 2		
Water Supply 7484500. Tenterfield Sludge Removal	157,338	0	80,349	195.82%	Works completed
				195.82% 0.50%	Works completed Cost allocation to be review ed and journal prepared if necessary
7484500. Tenterfield Sludge Removal	157,338	0	80,349		•
7484500. Tenterfield Sludge Removal 7484502. Tenterfield Valve Renew al	157,338 40	0 0	80,349 8,037	0.50%	•
7484500. Tenterfield Sludge Removal 7484502. Tenterfield Valve Renew al 7484503. Tenterfield WTP - In Line Telemetry	157,338 40 720	0 0 0	80,349 8,037 0	0.50% 0.00%	Cost allocation to be review ed and journal prepared if necessary
7484500. Tenterfield Sludge Removal 7484502. Tenterfield Valve Renew al 7484503. Tenterfield WTP - In Line Telemetry 7484505. Tenterfield Mains Replacement	157,338 40 720 1,635	0 0 0 197,028	80,349 8,037 0 409,660	0.50% 0.00% 0.40%	Cost allocation to be reviewed and journal prepared if necessary Planning has commenced
7484500. Tenterfield Sludge Removal 7484502. Tenterfield Valve Renew al 7484503. Tenterfield WTP - In Line Telemetry 7484505. Tenterfield Mains Replacement 7484506. Tenterfield Meter Replacement	157,338 40 720 1,635 (273)	0 0 0 197,028 15,750	80,349 8,037 0 409,660 30,794	0.50% 0.00% 0.40% -0.89%	Cost allocation to be reviewed and journal prepared if necessary Planning has commenced Some meters replaced
7484500. Tenterfield Sludge Removal 7484502. Tenterfield Valve Renew al 7484503. Tenterfield WTP - In Line Telemetry 7484505. Tenterfield Mains Replacement 7484506. Tenterfield Meter Replacement 7484513. Tenterfield Dam Wall Construction	157,338 40 720 1,635 (273)	0 0 0 197,028 15,750 1,499,994	80,349 8,037 0 409,660 30,794 1,973,975	0.50% 0.00% 0.40% -0.89% 90.41%	Cost allocation to be reviewed and journal prepared if necessary Planning has commenced Some meters replaced Works completed

121,422

c) Emerging Issues, Risks and Opportunities

7484525. Tenterfield Dam Wall Project Management costs

7484527. Tenterfield Treatment Plant Pump Upgrade

Tenterfield Dam is now at 37% capacity (Figure 1 and 2). Council has now further enacted the Drought Management plan and issued the town of Tenterfield with Level 4.5 water restrictions. Signs have been erected at the 3 entrance points to Tenterfield to assist in advising the community and travellers to think about water saving (Figure 3).

83,791

75,518

144.91%

0.00%

Works completed

Quotations sourced





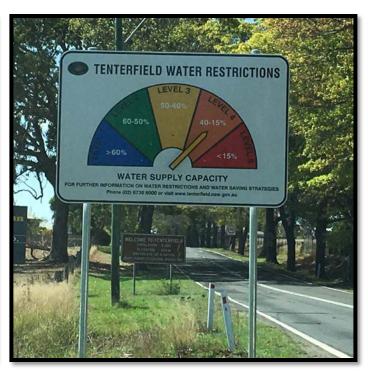


Figure 1 and Figure 2 Tenterfield Dam April 2019

Figure 3 Tenterfield Water restrictions signs April 2019

Excellent news was received by NSW State member Thomas George with the exciting news, that Council has been given a grant for \$7 Million dollars to help replace our aging water filtration plant see images below of the announcement, the work behind the replacement grant spans several years.

Tenterfield dam is under a process of desilting and vegetation removal, while the dam is at low levels these works can progress aiding in raised performance of the dam (Figure 4 to 6). The works are being undertaken by the Works department and be thank you from Water!







Figure 4, 5 and 6 Tenterfield Dam Desilting April 2019

Apex Park Bore site underwent an inspection of location and is progressing with planned livestock bore to be installed in coming weeks. The equipment has been purchased, delivered and installation is currently occurring. The 22KL tank pad has been constructed with the tank due to arrive this week (Figure 7 to 9). Shirley Park bore is now operational with temporary supply from Shirley Park Cricket Grounds.



Figure 7, 8 and 9 Apex Park Livestock Bore installation solar array and tank pad April 2019

Meetings held with contract personnel and RMS officers in regard to works requiring potable supply which at Level 4 continues to be banned.

Jennings supplied by Southern Downs are now at EXTREAM water restrictions from the 14/3/2019 limiting residents to 120L/day/person. For more information on the water restrictions at Jennings contact Catherine Travers, Sustainability Officer, on 1300 MY SDRC (1300 697 372) or please catherine.travers@sdrc.qld.gov.au.

Urbenville since the last reporting period has entered Level 2 water restrictions. Urbenville have had some rainfall recently, however the Tooloom Creek system is still not flowing despite some small flow over the weir (Figure 10). The intake cage has undergone de-sedimentation as matter of urgency, with in-stream catchment under a licence application.



Figure 10 Urbenville Weir

We have become aware that we have been successful for the Flood Warning Grant see website https://www.environment.nsw.gov.au/coasts/floodplain-management-grants-2018-19.htm. Council has received formal notification including conditions of the grant and deed. A meeting was held with NSW DPI Flood personnel in late January to review initial plans for system upgrade and stakeholder consultation.

Our Drinking Water Management System has been reviewed. There are a number of outcomes that will need to be actioned to ensure the continual supply of safe water to our communities. There is a priority improvement plan which will continue to be acted on over the coming months.

Our Urbenville WTP operations are currently under review with assistance from NSW Health and NSW DPI to optimise the running of the plant.

A brief for safety upgrades to the Tenterfield WTP is currently being compiled with review of reports and inspections occurring 5/10/2018, updated report pending.

d) The Business of Improving the Business

Refer to Section 22. Sewerage Services, Subsection (f), Water and Sewer.

The new water dispenser has been operational in Tenterfield since July and has provided additional revenue of approximately \$22,000 for Council. Due to the effects of drought and the continuing dry predictions and the need for potable water access a new dispenser is scheduled for installation at Urbenville to assist the community to access water locally reducing the large transport costs associated with water delivery. A report has been prepared for Council's February meeting and was approved, works continue with delivery of dispenser and ground preparation for installation Works continue for the Urbenville dispenser the pad was installed on Tuesday 9th April 2019 (Figure 11).



Figure 11 Urbenville Water Dispenser concrete work, April 2019

The Shirley Park Bore replacement pump is installed the electrical component of installation is completed and Council is waiting for metering expected Thursday.

The replacement impellers/paddles to replace ageing infrastructure has arrived and installation will progress including removal of the old flocculation system and augmentation of the gantry. The contract for the design of the walkways has been awarded, with on-site meetings scheduled and held in December 2018, the consultant has completed the review of the plant and is working on completing the preliminary designs, expected plans for review in April 2019.

The road into the treatment plant was repaired to reduce erosion by sealing (thanks to works crews) in January from the effects of plant required during dam wall construction.

Works to upgrade the water reticulation and fire hydrant system in Jennings as a private works undertaking for Thales were put on hold due to the second phase of works having asbestos contamination was completed. The work has been completed, Thales have advised in November that the clean-up has been finished, with work scheduled and completion of works by late March 2019. Additional works uncovered during early stages of completion; additional equipment ordered, received and installed April 2019.

Investigations are underway into smart water meters to make water meter reading quicker, more efficient and cost effective. The smart meter technology now allows an online real-time viewing of water consumption. The technology will assist Council to advise residents if any abnormal water use is detected potentially saving residents from costs associated with water leaks. All

presentations from suppliers have occurred with the final presentation in December 2018 and due to cost a trial is expected to occur in the shire next financial year. In the interim ITRON will be updated as current system has malfunctioned. A trial of the new system is due to take place for the next water meter read in May.

The air scouring of the mains in Tenterfield is underway with 50% completion as of 10th April 2019.

Utilisation of the new pump at the Tenterfield Water Treatment plant has occurred thanks to the fleet department (Figure 12 to 13).







Figure 12, 13 and 14 Tenterfield Pump Installation April 2019

SWOT ANALYSIS

Water and Sewer – (MWW)

S

Strengths

- Few Customer complaints;
- High level of regulatory compliance associated with service supply;
- Understanding of strategic/business planning and needs over a 10-year horizon;
- Research, data and reporting capabilities and analysis to inform capital works;
- Excellent day to day and emergency response capability;
- Some assets near new (Urbenville and STP Tenterfield);
- Dam wall project nearing completion.



Weaknesses

- Insufficient capacity to ensure compliance with all aspects of regulation and timely delivery of all renewals and new capital works in the Strategic Plan;
- Tightening regulatory compliance will require future capital works, which may be beyond Council capacity to fully fund advocacy will be needed;
- Current administrative support structure requires Managers to do administration. Duties better performed by an Administration professional;
- Geographical information system requires review.



Opportunities

- Obtain possible subsidy funding for water treatment facilities;
- Obtain funding for flood systems/studies;
- New technologies are available to provide solutions for regulatory compliance and energy and operational efficiency. They can meet changing customer expectations and supply features central to planning, design, construction, system control, communication, asset management and data.



Threats

- Lack of funds for new water treatment Federal and State funding needs to be restored for projects to proceed in a timely way. Un-programmed capital works;
- Increased Legislation and Management requirements diverting staff from planned work and problem solving;
- Reduced Section 64 income, due to slow growth and need for higher charges;
- Inability to deliver asset management, the impact of climate change;
- Water rate misconceptions.

e) Customers

We respond to customer service requests regularly with people reporting 2 main breaks this reporting period and 22 leaks or faults with water meters etc. All requests are responded to in a timely manner. Replaced 3 new water services.

There have been no complaints about the water service this year.

Continued utilisation of the valve exercising and vacuum excavation trailer allowed many valves to be exercised as part of the valve maintenance program.

Hospital fire connection completed

f) Business Statistics:

The production of water at the Tenterfield Water Treatment Plant is currently producing an average of 0.86ML/day lower than last month. However, an average of 0.60ML/day is being received at the Sewer Treatment Plant, indicating that external utilisation is lower than last month of 42% to 30% that translates to a 12% reduction or water saving of water being produced in being used for watering gardens (or other such activities such as filling ponds/pools).

g) Special events, achievements of note, celebrations

The TSC Dam Wall project is Council's biggest active project and the same is on time and on budget with site handover completed. The Fishing Day organised by Council staff and held at the Tenterfield Dam was a success with everyone enjoying the Day!

24. Sewerage Services

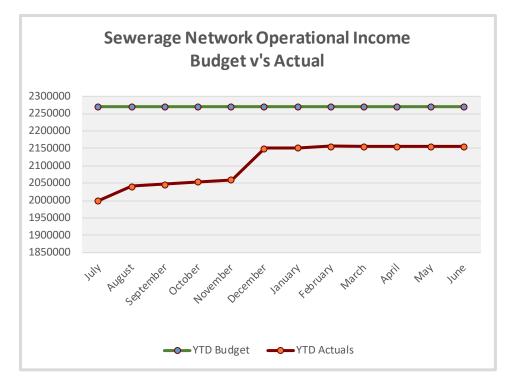


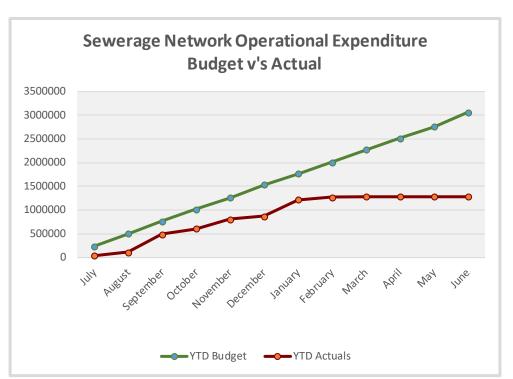
Under the 4-year Delivery Plan Sewerage Services relates to: ongoing catchment, transportation, and treatment; monitoring, reporting, environmental compliance and emergency management; trade waste and commercial; fees and charges; public education and administration. The Office of the Chief Operating Officer directly oversees the outcomes.

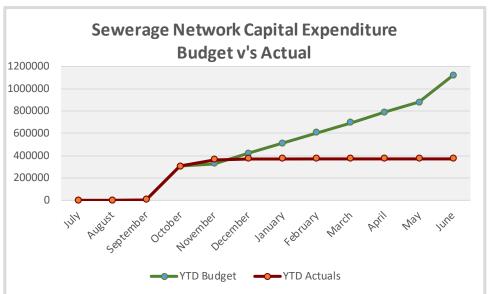
a) Delivery and Operational Plan precis

4 Year Delivery Program	1 Year Operational Plan 18/19	Officer	-1	0	+1	Comments: (Business Manager to provide short precis.)
DP24.01) Provide effective and efficient delivery of sewerage services across to the townships of Tenterfield and Urbenville. Water & Sewer: A - Chief Operating Officer	Ongoing maintenance and operation of sewerage network.	B: MWW C: MWW D: SSO D: SSO (Urbenville)			+1	Systems are performing as designed, Tenterfield pump station daily data collection for pump run times continue to provide excellent information. Two smart cover manhole lids have been installed at Molesworth street either side of the bridging structure.
	Tenterfield sewer mains relining; 1 kilometre per annum	B:MWW C:MWW			+1	Cleaning and relining of the 375mm Main has finished final report completed. Fully invoiced, no further relining scheduled this financial year.
	Tenterfield manhole levels alterations	B: MWW C: MWW			+1	Planning for the manhole level and augmentation program has developed to specification, contract and tender documents, project quotation closed 14/11/2018. Tender evaluation is completed and awarded, with works completed in February 2019.
DP24.02) Ensure improvement of infrastructure in line with best practice water treatment guidelines and increased capacity for sewage treatment in service areas. Water & Sewer: A - Chief Operating Officer	Tenterfield sewerage network extension	B: MWW C: MWW			+1	Planning is continuing to complete the scheduled sewer extension works for the Clifton Street extension that has been delayed. Infrastructure has been ordered, and delivered, however staff shortages have required a request for quotation to be prepared to complete works which is underway. The request for quote for Clifton Street was issued, with 2 responses received in late October. Contract has been awarded for Clifton Street, with works due to start in April 2019.
	Investigate funding opportunities and interstate agreement options for the Jennings sewerage system.	B: MWW C: MWW			+1	Report completed and provided in April. Discussions are continuing with SDRC. Investigations reveal cross boarder funding possible with QLD state.

a) Budget







Operational Income

Operational income is provided by rates budgets which are tracking well with expected final income to be finalised in 2019.

Operational Expense:

Operational expenses are provided by budgets for normal business function and have been lower than expected, due to some cost savings however budgets are tracking well with expected finalization by June 2019. Shortfall due to some scheduled maintenance tasks have also been delayed due to emergency repairs required on both the water and sewer infrastructure due to lack of staffing resources.

Capital Income:

Capital income is provided by private works budgets, only one private works job has been completed this financial year.

Capital Expenses:

Capital Expenditure is provided by budgets for normal business function including renewal/replacement of assets and asset creation which are tracking well with expected final income to be finalized by June 2019.

The current capital works expenditure to date is shown in the table below. The contract has been awarded for the Clifton Street sewer extension with works due to start in April 2019. A tender has been sent out for the manhole alterations, with contract awarded in January 2019 and works to complete in February 2019 (Figure 1 to 3).

The relining works, were undertaken over a few months, with the invoicing occurring in one month, causing a large increase in the capital spend that month (October 2018). Spending in November has been low, as contracts either are to be awarded or have been awarded with no invoice being received to date.

b) Capital Projects

	18/19 YTD Actuals March	18/19 YTD Budgets March	18/19 Full Year Review 2	18/19 Percentage Spent	Comments
Sewerage Service					
7872502. Tenterfield Mains Relining (1km Year)	298,227	118,197	298,227	100.00%	Work completed
72503. Tenterfield Mains Augmentation	12,602	47,250	63,000	20.00%	Planning
872505. Tenterfield Man Hole Level Alterations (Water Infiltration) Renewal	21,144	110,322	147,100	14.37%	Tender aw arded
515. Tenterfield Upgrade Road to Tertiary	2,221	10,000	21,766	10.20%	Waiting on seal
17. Tenterfield Scada System Upgrade	0	0	57,736	0.00%	Not yet commenced
519. Tenterfield Netw ork Renew al	0	115,353	363,320	0.00%	Tender aw arded
2522. STP - Dehydrator Replacement	0	0	73,512	0.00%	Out to tender
2800. Urbenville Sludge Removal	0	0	12,251	0.00%	Not yet commenced
801.Remove Sludge from Tertiary Ponds. Renew al of Capacity	0	0	4,695	0.00%	Not yet commenced
	334,194	401,122	1,041,607	32.08%	=

c) Emerging Issues, Risks and Opportunities

Aging infrastructure is an issue for Council;

• Urbenville- Butt welding preparation to replace the white PVC polyline failures for the recycled waste water line. A delay caused by faulty equipment has progressed and Council has been advised that the equipment returned in December 2018, utilisation in Tenterfield since December, scheduled for Urbenville in May 2019.

EPA have amended Council's operational licence with a further report about 'SmartCover' sewer manhole monitoring implementation Part 1 demonstrating the data software platform was completed and sent to the EPA officers on the 31st October 2018, Part 2 is expected to be sent later this month detailing installation. The contract for this work has been awarded with installation finished in November. There was a delay in the installation due to the equipment not being available. Installation occurred late November. The EPA have been informed of the delay. The contractor has since noticed that the antennae on the equipment might need to be upgraded, as signals are not as strong as they should be. They are to conduct an investigation into this in February 2019. In conjunction with this, the Operators suggested getting additional SmartCovers installed on either side of the Molesworth Street bridge sewer crossing, so that we can get quick confirmation if there is an issue with that pipe. This is crucial as the pipe is suspended across the Tenterfield creek. Installation completed and functioning at the End of February 2019. Additionally, a large pump was sourced to enable quick response in the failure of the structure supplied March 2019, thanks to the assistance of the mechanical workshop who were able to assess functionality and quality. Council can utilise this equipment in other areas to ensure best value for costs.

Repair works where scheduled for the bridging structure including strengthening the joints with gibolts and replacement of timber beams completed by the water/sewer and bridge teams at the end of December 2018.

Additionally, Council has called for quotation and supply for sewer pipe blockers (utilised to stem the flow), flexible pipe connection & pump which is underway to ensure the backup plan can be implemented at short notice to connect manholes either side of the bridge in the event of the pile trestle support (bridging structure) being seriously damaged during a flood event. To ensure this could be undertaken a scenario was run in January 2019.

d) The Business of Improving the Business

Investigations for redesign of inlet to works to remove issues of rag entanglement for the current propeller system are on hold.

SWOT ANALYSIS

Water and Sewer – (MWW)



Strengths

- Few Customer complaints;
- High level of regulatory compliance associated with service supply;
- Understanding of strategic/business planning and needs over a 10 year horizon;
- Research, data and reporting capabilities and analysis to inform capital works;
- Excellent day to day and emergency response capability;
- Some assets near new (Urbenville and STP Tenterfield);
- Dam wall project nearing completion.



Weaknesses

- Insufficient capacity to ensure compliance with all aspects of regulation and timely delivery of all renewals and new capital works in the Strategic Plan;
- Tightening regulatory compliance will require future capital works, which may be beyond Council capacity to fully fund advocacy will be needed;
- Current administrative support structure requires Managers to do administration. Duties better performed by an Administration professional;
- Geographical information system requires review.



Opportunities

- Obtain possible subsidy funding for water treatment facilities;
- Obtain funding for flood systems/studies;
- New technologies are available to provide solutions for regulatory compliance and energy and operational efficiency. They can meet changing customer expectations and supply features central to planning, design, construction, system control, communication, asset management and data.



Threats

- Lack of funds for new water treatment Federal and State funding needs to be restored for projects to proceed in a timely way. Un-programmed capital works;
- Increased Legislation and Management requirements diverting staff from planned work and problem solving;
- Reduced Section 64 income, due to slow growth and need for higher charges;
- Inability to deliver asset management, the impact of climate change;
- Water rate misconceptions.

e) Customers

Our customer base is the public, other Council departments and contractors. Blockages where reported and cleared at 1 location in this reporting period.

f) Business Statistics

Average time for response to sewer chokes remains at 27 minutes while the median time remains at 15 minutes example of clean up for sewer surcharge utilising pumping equipment April 2019 (Figure 1 to 3)







Figure 1, 2 and 3 Surcharge example utilising vacuum truck March 2019

g) Special events, achievements of note, celebrations